

**Tribhuvan University**  
**Institute of Science and Technology**  
**2068**  
 ☆

Bachelor Level/ Second Year/ Third Semester/Science  
**Computer Science and Information Technology (MGT 205)**  
 (Introduction to Management)

Full Marks: 60  
 Pass Marks: 24  
 Time: 3 Hours

*Candidates are required to give their answers in their own words as far as practicable.*  
 The figures in the margin indicate full marks.

**Group A**

(1x10=10)

1. Write specific answer to the following questions:

- (a) Who is credited for Hawthorne Studies?
- (b) Write a definition of organization.
- (c) What is Total Quality Management?
- (d) Write down the function of HRM.
- (e) What do you understand by Principle of Unity of Command?
- (f) List three advantages of Line and Staff Organization.
- (g) Write any three Hygiene Factors as described in Herzberg's Motivation Hygiene Theory.
- (h) What is conflict?
- (i) What is control?
- (j) What can be understood by '9, 9' in explaining Managerial Grid Theory?

**Group B**

(2x10=20)

**Answer any two questions, but question no 4 is compulsory.**

2. Explain the System Approach in detail.
3. Discuss in detail the types of planning.
4. Read the case given below carefully and answer the question:

Mr. Thapa is a Branch Manager of Development Bank. It is a regional bank starting its operation from Surkhet. The bank has its clear policies; the Executive Chairperson of the bank provides close supervision; the salary given to Mr. Thapa meets his daily requirements and other conditions are found satisfactory.

Mr. Thapa usually comments on his work environment as follows:

“I don’t like this work as the executive use us to earn money and forbid us to grow. We are being used as a machine and nobody cares about what I want and what I like. They are only concerned to earn money.”

**Questions:** What do you understand by motivation? Explain analyzing the case which motivation theory helps describing Mr. Thapa’s behavior.

**Group C**

(6x5=30)

**Attempt any six questions:**

5. What is Corporate Social Responsibility? Briefly discuss.
6. Describe the steps in planning.
7. What is programmed and non-programmed decision making? Explain briefly.
8. Describe how conflict can be resolved.
9. Describe the communication process.
10. Why MIS is important for organization?
11. Describe the components of technological environment.
12. What is MBO? Explain briefly.