

SECTION A: MULTIPLE CHOICE QUESTIONS (1 × 20 = 20 MARKS)/(TIME: 20 MINUTES)

Tick the best answers.

- Q1. If two events are independent, then;
- They must be mutually exclusive.
 - The sum of their probabilities must be equal to one.
 - Their intersection must be zero.
 - None of these alternatives is correct.
- Q2. Two events are mutually exclusive and each has a non zero probability. If event A is known to occur, the probability of the occurrence of event B is:
- One
 - Zero
 - Any positive value
 - Any value between zero to one
- Q3. A numerical description of the outcome of an experiment is called:
- Descriptive statistics
 - Probability function
 - Variance
 - Random variable
- Q4. In textile industry, a manufacturer is interested in the number of blemishes or flaws occurring in each 100 feet of material. The probability description that has the greatest chance of applying to his situation is the:
- Normal distribution
 - Binomial distribution
 - Poisson distribution
 - Uniform distribution
- Q5. Which of the following is not the property of a binomial distribution?
- The experience consists of a sequence of n identical trials
 - Each outcome can be referred to as a success or a failure
 - The probabilities of the two outcome can change from one trial to the next
 - The trials are independent
- Q6. The level of significance is the:
- maximum allowable properties of Type II error
 - maximum allowable properties of Type I error
 - Same as the confidence coefficient
 - Same as the p – value
- Q7. An important application of the chi square distribution is
- Making inferences about a single population variance
 - Testing for goodness of fit
 - Testing for the independence of two variables
 - All of these alternatives are correct
- Q8. For a continuous random variable x, the probability density function f(x) represents:
- The probability at a given value of x
 - The area under the curve to the right of x
 - The area under the curve at x
 - The height of the function at x
- Q9. The convenience sampling is an example of:
- Probabilistic sampling
 - Non probabilistic sampling
 - Stratified sampling
 - Cluster sampling
- Q10. In hypothesis testing, the hypothesis tentatively assumed to be true is:
- The alternative hypothesis
 - Either null or the alternative
 - The null hypothesis
 - None of these alternatives is correct

- Q11. In point estimation:
- Data from the population is used to estimate the population parameter.
 - Data from the sample is used to estimate the population parameter.
 - Data from the sample is used to estimate the sample statistic.
 - The mean of the population equals the mean of the sample.
- Q12. A variable that takes on the value of 0 to 1 and is used to incorporate the effect of qualitative variables in a regression model is called:
- An interaction
 - A dummy variable
 - A constant variable
 - None of these alternative is correct
- Q13. A property of a point estimator that occurs whenever larger sample sizes tend to provide point estimate closer to the population parameter is known as:
- Efficiency
 - Consistency
 - Unbiased sampling
 - Relative estimation
- Q14. If a hypothesis is rejected at the 5% level of significance, it is ...
- rejected at the 1% level
 - accepted at the 1% level
 - never tested at the 1% level
 - rejected or not rejected at the 1% level
- Q15. Which of the following does not need to be known in order to compute the p – value?
- Knowledge of whenever the test is one tailed or two tailed
 - The value of the test statistic
 - The level of significance
 - None of these alternative is correct
- Q16. The ANOVA procedure is a statistical approach for determining whether or not:
- The means of two samples are equal.
 - The means of two or more samples are equal.
 - The mean of more than two samples are equal.
 - The means of two or more populations are equal.
- Q17. The range of the partial correlation coefficient is between:
- 0 to 1
 - infinity to + infinity
 - 0 to 1
 - 1 to 1
- Q18. A random sample of 121 bottles of cologne showed an average content of 4 ounces. It is known that the standard deviation of the contents (i.e. of the population) is 0.22 ounces. In this problem the 0.22 is:
- A parameter
 - The standard error of the mean
 - A statistic
 - The average content of colognes in the long run
- Q19. Whenever using the t distribution in estimation, we must assume that:
- The sample size is at least 30
 - The sampling distribution is approximately normal
 - The population is approximately normal
 - The finite population correction factor is necessary.
- Q20. In how many ways can a committee of 4 persons be chosen out of 8?
- 1680
 - 70
 - 35
 - 56



Subject: Quantitative Approach to Management
 Full Marks: 100

Course Code: MGT 516
 Time: 4:00 Hours

You are required to answer in your own words as far as applicable. The figures in the margin indicate full marks.

SECTION B: SHORT ANSWER QUESTIONS (5X6 = 30 MARKS)

Answer any FIVE questions:

- Q1. A) Provide axiomatic definition of probability. Elucidate, with example, the concept of mutually exclusive, dependent and independent events. (1+1+1+1)
- B) Ramesh and Suresh are asked to solve the problem. The probability that the Ramesh solves the problem is $\frac{2}{3}$ and that of Suresh solves is $\frac{3}{4}$. Find the probability that:
- Both can solve the problem. (1)
 - Ramesh solves but Ramesh cannot. (1)

- Q2. A) A working committee of 4 members has to form from among 6 managers 4 technicians, 3 supervisors and 2 trainers.
- What is the probability that the committee has at least one technician? (1)
 - What is the probability that the committee has at most 2 managers? (1)
- B) A production process produces light bulbs are 10% defectives. Each item is inspected before being exported but the inspector will incorrectly classify an item 10% of the time (only items classified as good are shipped). What is the probability of items shipped being defective? (4)

- Q3. A) Point out the conditions of Poisson distribution. (1)
- There are 20% chances for a worker of an industry to suffer from an occupational disease. Find the probability that:
- Only one worker is found suffering from the disease. (1)
 - None is suffering from the disease. (1)

B) The personal department of company has records which show the following of its 200 engineers:

Age	Bachelors degree only	Masters degree	Total
Under 30	90	10	100
30-40	20	30	50
Over 40	40	10	50
Total	150	50	200

If one engineer is selected at random from the company, find:

- The probability that he has only a bachelor's degree. (1)
 - The probability that he has the Master's degree given that he is over 40. (1)
 - The probability he is under 30, given that he has only a bachelor's degree. (3)
- Q4. Differentiate between:
- Nominal and Ordinal scale (2)
 - Stratified and cluster sampling (2)
 - Correlation and regression (2)
- Q5. Income of a group of 1000 persons was found to be normally distributed with mean Rs. 520 and standard deviation Rs. 60. Find;
- The highest income of poorest 10% of the persons. (3)
 - Lowest income of richest 20% of the persons. (3)
- Q6. A) In a recent study of 35 ninth grade students, the mean number of hours per week that they played video games was 16.6. The standard deviation of the population was 2.8.
- Find the best point estimate of the population mean. (1)
 - Find the 95% confidence interval of the mean of the time playing video games. (2)
- B) A health care professional wishes to estimate the birth weights of infants. How large a sample must be obtained if she desires to be 90% confident that the true mean is within 2 ounces of the sample mean? Assume population standard deviation is eight ounces. (3)

- Q7. A) Do the following data provide evidence of the effectiveness of inoculation in preventing tuberculosis? (3)
(Use tabulated value 3.841)

Inoculated	Attacked	Not attacked	Total
Not inoculated	20	300	320
Total	80	600	680
	100	900	1000

- B) Compute the partial correlation coefficient from the following information by eliminating the effect of the third variable X_3 :

The coefficient of correlation between X_1 and $X_2 = 0.80$

The coefficient of correlation between X_1 and $X_3 = 0.65$

The coefficient of correlation between X_2 and $X_3 = 0.70$

SECTION C: LONG ANSWER QUESTIONS (2X15 = 30 MARKS)

Answer any TWO questions:

- Q8. A) The number of grams of fiber per serving for a random sample of three different kinds of foods is listed. Is there sufficient evidence at the 0.05 level of significance to conclude that there is a difference in mean fiber content among breakfast cereals, fruits, and vegetables? (8)

	Breakfast cereals	Fruits	Vegetables
3	4	6	4
5	2	4	2
10	2	4	3
			3
			7

- B) MBA students were selected by a big organization. They were given an I.Q. test immediately after selection and their scores out of 50 were noted. A two month training was arranged for them and on completion I.Q. test was given again and score recorded.

Students	1	2	3	4	5	6	7	8	9	10
Score (before)	31	35	38	25	40	45	40	38	18	30
Score (after)	32	30	32	37	38	37	42	40	27	35

On the basis of these results, can it be concluded that the training has benefited the students? (7)

- Q9. A random sample of 16 values from a normal population has a mean of 41.5 inches and the sum of square of deviations taken from the mean is 135 inches. Another sample of 20 values from an unknown population has a mean of 43.0 inches and sum of squares of deviations from their mean is 171 inches. Show that the two samples may be regarded as coming from the same normal population. (15)

- Q10. A) Manager of Primer TV claim that the average number of hours of television watched per week by women over age 55 is more than men over age 55. To check his claim a researcher randomly select samples of 40 men and 40 women from a large retirement community and found on an average male watched TV 44.3 hours per week with SD 4.5 hours whereas. 40 women watched TV for 48.2 hours per week with SD 5.6 hours. At the 0.01 level of significance, can it be concluded that women watch more television per week than men? (7)

- B) In a random sample of 200 men, 130 said they used seat belts. In a random sample of 300 women, 63 said they used seat belts. Test the claim that men are more safety-conscious than women, at $\alpha = 0.01$. Use the z -value method. (8)

SECTION D: CASE STUDY (20 MARKS)

- Q11. Read a case given below and answer the following questions:

The research firm believes that the job satisfaction of employees in business firm is mainly due to working experience and income. This firm has assessed the satisfaction of five employees of the business firm and found the following information regarding satisfaction score, working experience and annual income.

Job satisfaction	10	5	10	4	8
Experience in years	16	13	21	10	13
Annual income (Rs. 100000)	3	6	4	5	3

- a. Estimate the equation to predict the job satisfaction from experience and annual income. And interpret the meaning of slope coefficients. (8+2)
- b. Predict job satisfaction score of an employee who has spent 18 years on job and has annual income of Rs. 800000. (2)
- c. Compute the standard error of estimate. (3)
- d. Compute the coefficient of determination and comment on regression equation. (3+2)



MID-WESTERN UNIVERSITY
EXAMINATIONS MANAGEMENT OFFICE
MAKE UP EXAMINATION 2077
MASTER IN BUSINESS ADMINISTRATION (MBA)
SEMESTER - II

Subject: Research Methodology

Course Code: MGT 526.

Full Marks: 100

Pass Marks: 50

Time: 4:00 Hours

SECTION A: MULTIPLE CHOICE QUESTIONS (1 × 20 = 20 MARKS)/ (TIME: 20 MINUTES)

Tick the best answers.

1. Which of the following statements best describes the nature of business research?
 - a. Systematic and objective exploration of problem-solutions
 - b. Systematic and objective exploration of problem-solutions of a business
 - c. Systematic and objective exploration of decision-alternatives
 - d. Systematic and objective exploration of nature of problem
2. Which of the following is not a characteristic of scientific research methods?
 - a. It is fully based on content analyses
 - b. Data are collected using convenience sampling method
 - c. Relatively larger sample size is required
 - d. Statistical tools are used to analyze the data
3. Which of the following is the aim of an applied business research?
 - a. Find out solution of any problem
 - b. Develop a theory for future purpose
 - c. Evaluate the effectiveness of a business decision
 - d. Reconfirm the significance of an existing theory or concept
4. Which of the following forms of data collection are best suited in pure qualitative research?
 - a. Text, video, and pictures in natural settings
 - b. Quantitative facts and figures only
 - c. Combination of both quantitative and qualitative information
 - d. Text information used for statistical analyses
5. Which of the following is not a qualitative research method?
 - a. Case study
 - b. Grounded theory
 - c. Action research
 - d. Ethnographic research
6. Select the best suited nature of categorical variables:
 - a. Variables can be categorized into groups
 - b. The importance of groups can be compared
 - c. There exists equal distance between the groups
 - d. These variables do not describe the individual characteristics
7. Which of the following statements best describes the meaning of independent variable?
 - a. The variables have no impact on other variables
 - b. The value of variables depends on other variables
 - c. The variables do not explain the variance on dependent variable
 - d. The value of variables does not depend on other variables
8. What does a two-tail test state?
 - a. It states that the value of one variable is more than others
 - b. It states that the value of one variable is smaller than others
 - c. It states that there is difference between the variable
 - d. It states that the variables cannot be compared
9. What does the data pertaining to the 'position' or 'rank' of students in a class relate to?
 - a. Nominal data
 - b. Ordinal data
 - c. Interval data
 - d. Ratio data

10. Which of the following statements may be best suited to define cross-sectional research?
- Contact with participants is made only once throughout the process of data collection
 - Responses are collected from a single participant
 - Study needs to visit the participants multiple occasions
 - Study always covers a particular society
11. What do you mean by research design?
- A way of conducting research that is not grounded in theory
 - The choice between using qualitative or quantitative methods
 - The style in which you present your report
 - A process for every stage of the collection and analysis of data
12. Select the systematic sampling technique from the following list.
- Convenience sampling
 - Quota sampling
 - Snow-ball sampling
 - Stratified random sampling
13. What type of statistical operation is best suited to analyze the nominal data?
- Frequency distribution
 - Mean
 - Median
 - Mode
14. Which of the following scales of measurement takes on all four features of measurement?
- Nominal scale
 - Ordinal scale
 - Interval scale
 - Ratio scale
15. In a statement, if we increase advertisement by 10%, the sales volume will be increased by 20%. How would you label 'sales volume' in this situation?
- Nominal variable
 - Dependent variable
 - Independent variable
 - Categorical variable
16. Please choose a word that best describes the process of assigning the numbers to the variables while processing data.
- Decoding
 - Editing
 - Coding
 - Manipulating
17. If the production manager increases the input of raw materials, hopefully the output of the product will be increased. To measure the relationship between these constructs which of the following treatments would be best suited?
- Correlation analysis
 - Regression analysis
 - Discriminate analysis
 - Factor analysis
18. To measure the consequences of Covid-19 Pandemic on Nepalese higher education, which of the following approaches will be best suited?
- Case study
 - Feasibility study
 - Project evaluation
 - Impact assessment
19. In a null hypothesis which reads as – There may not be statistically significant relationship between household income (earned from five defined sources) and expenditures (distributed across four key areas). Which of the following statistical tests would be best suited in this case to examine the intensity and magnitude of household income and expenditure?
- T-test
 - Chi-square test
 - Test of ANOVA
 - F-test
20. Sharma and Sharma (2018, in Shakya, 2021) have stated that Covid-19 Pandemic resulted with significant change in consumer lifestyle throughout the world irrespective of population segments. How do you identify 'Shakya, 2021' in this example using APA system of citation?
- Primary source citation with direct quote
 - Secondary source citation with direct quote
 - Primary source citation with indirect quote
 - Secondary source citation with indirect quote

MID-WESTERN UNIVERSITY
EXAMINATIONS MANAGEMENT OFFICE
MAKE UP EXAMINATION 2077
MASTER IN BUSINESS ADMINISTRATION (MBA)
SEMESTER – II

Subject: Research Methodology

Full Marks: 100

Pass Marks: 50

Course Code: MGT 526.

Time: 4:00 Hours

You are required to answer in your own words as far as applicable. The figures in the margin indicate full marks.

SECTION B: SHORT ANSWER QUESTIONS (5X6 = 30 MARKS)

Answer any five questions.

1. How do you compare the usefulness of applied research and basic research? Discuss with examples. (4+2)
2. Explain with examples the process of induction and deduction. (6)
3. Discuss the most important features of positivism and constructivism philosophies of research. (6)
4. "The effect of gender-role stereotyping on advancement of women to the top is partially mediated by access to information". Present this statement showing the expected relationship between independent, mediating and dependent variables. (6)
5. Outline the key steps of data reduction and analyses. (6)
6. How would you determine the sample size when you are conducting a public survey whereby the size of population is unknown? Discuss with an example of sample size determination. (6)
7. Briefly outline the process of performing review of literature in an academic research. (6)

SECTION C: LONG ANSWER QUESTIONS (2X15 = 30 MARKS)

Answer any two questions.

8. What are the main sources of data collection? Mention in details the methods of primary data collections. (3+12)
9. Any scientific research follows the pre-determined steps. Discuss these steps in brief. (15)
10. Discuss briefly with examples the key techniques of sampling. (15)

SECTION D: CASE STUDY (20 MARKS)

11. Read a case given below and answer the following questions.

Walker Information Group

The Walker Information Group is among the largest research companies in the world. Walker's clients include many Fortune 500 and blue chip industry leaders such as Cummins Engine Company, Lens crafters, Continental Cablevision, Florida Power and Light, and Oglethorpe Power Corporation.

The Indianapolis-based company was founded in 1939 as a field interviewing service by Tommie Walker, mother of Frank Walker, the current chairman and chief executive officer of the organization. In the 1920s Tommie Walker's late husband worked for a bank that was considering sponsoring an Indianapolis radio show featuring classical music. The bank wanted to know who was listening to this show. Tommie was hired to do the interviewing and she threw herself into the work. After that, referrals brought her more interviewing work for surveys. During an interview with a woman whose husband was a district sales manager for the A&P grocery chain, she learned that A&P was looking for a surveyor in the Midwest. A&P's sales manager liked Tommie, but wouldn't hire anyone without a formal company, a field staff, and insurance. Tommie founded Walker Marketing Research on October 20, 1939, and her business with A&P lasted 17 years.

Today, the Walker Information Group specializes in business, health care, and consumer research, as well as database marketing. The company is organized into six strategic business units. Walker

Research conducts traditional market research services that range from questionnaire design and data collection to advanced analysis and consultation. Walker has expertise in helping companies measure how their actions are perceived by the audiences most important to them, and how these perceptions affect their image, reputation, corporate citizenship, recruiting, sales, and more. Data Source is a business unit that primarily is concerned with data collection and processing data. It specializes in telephone data collection.

Customer Satisfaction Measurement (CSM), as the name implies, specializes in measuring customer satisfaction and in helping clients improve their relationship with customers. CSM Worldwide Network spans more than 50 countries. It is the first international network of professional research and consulting businesses dedicated to customer satisfaction measurement and management. The CSM Worldwide Network assures that multi-country customer satisfaction research is consistent by taking into account local conditions and cultural norms. Network members are trained to use consistent methods that allow standardization and comparability of information from country to country.

Walker Direct designs and develops databases and implements direct-marketing programs that help generate leads for businesses and raise funds for nonprofit organizations. Walker Clinical is a health care product use research company. Walker helps pharmaceutical, medical-device, and consumer product manufacturers test how well new products work and how customers like them.

Questions:

- a. What type of custom survey research projects might Walker Market Research and Analysis conduct for its clients? Discuss. (5)
- b. What stages are involved in conducting a survey? For which stages might a client company hire a research supplier like Walker Research? What about relevant sources of data in this respect? (5)
- c. Discuss the main purpose and significance of customer satisfaction measurement in this case. (5)
- d. What measures, other than findings from surveys, might a company use to evaluate the effectiveness of a total quality management program? Discuss with suitable examples. (5)

MID-WESTERN UNIVERSITY
EXAMINATIONS MANAGEMENT OFFICE
MAKE UP EXAMINATION 2077
MASTER OF BUSINESS ADMINISTRATION (MBA)
SEMESTER – II

Subject: Human Resource Management
Full Marks: 100
Pass Marks: 50

R.No.
Course Code: MGT 525
Time: 4:00 Hours

SECTION A: MULTIPLE CHOICE QUESTIONS (1 × 20 = 20 MARKS) / (TIME: 20 MINUTES)

Tick the best answers.

1. The objective of human resource management is to.....
 - a. restructure the system
 - b. enable appropriate deployment of HR
 - c. minimize medical claims
 - d. hire best person for best position
2. What is human factor?
 - a. Micro and macro issues of socioeconomic factor
 - b. Interrelated physiological, psychological and socio-ethical aspects of human being
 - c. The entire concept of human behavior
 - d. None of the above
3. Job Analysis is a systematic procedure for securing and reporting information defining a
 - a. specific job
 - b. specific product
 - c. specific service
 - d. all of these
4. What are the factors responsible for the growth of HRM?
 - a. Development of scientific management and awakened sense of social responsibility
 - b. The problem of how the available human resource could effectively minimize the cost and maximize the production
 - c. Technical factors, awakening amongst workers, attitude of the government, cultural and social system
 - d. All the above
5. Which among the following describes the skills that are available within a company?
 - a. Human Resource inventory
 - b. HRIS
 - c. Skills inventory
 - d. Management inventories
6. Resources and capabilities that serve as a source of competitive advantage for a firm over its rivals are called.....
 - a. core competency
 - b. core competence
 - c. competitive advantage
 - d. competency
7. Human Resource planning is compulsory for.....
 - a. effective employee development program
 - b. base for recruitment
 - c. base for selection policy
 - d. all of these
8. Job analysis, HR planning, recruitment, selection, placement, inductions and internal mobility are a few important functions which come under the heading of.....of HRM.
 - a. integration function
 - b. development
 - c. maintenance
 - d. procurement function
9. Directing is one of the important functions of HRM which comes under.....
 - a. managerial function
 - b. operative function
 - c. technical function
 - d. behavioral function

10. What does human relation approach refer to?
- Worker, who should be given humanly treatment at work
 - Mutual cooperation between employer and employee in solving the common problems
 - Integration of people into a work situation that motivates them to work together to achieve productivity ensuring economic, psychological and social satisfaction of the people
 - None of the above
11. Which one of the followings is a method of collection of information for job analysis?
- Questionnaire method
 - Ratio analysis
 - Optimization models
 - Trend analysis
12. provides information on the human attributes in terms of education, skills, aptitudes, and experience necessary to perform a job effectively.
- Job description
 - Job specification
 - Job analysis
 - Job evaluation
13. Who laid the foundation of HRM practice?
- Elton Mayo
 - Roethlisberger and Dickinson
 - Peter Drucker and Douglas McGregor
 - David C. McClelland
14. Which factor rendered HRM as a highly specialized function?
- It is concerned with obtaining and maintaining a satisfied work force
 - It maximizes the output and satisfaction of the employees
 - It promotes group satisfaction and individual development
 - It ensures optimum utilization of man-power by motivation and improving the efficiency
15. Job specification includes.....
- physical characteristics
 - psychological characteristics
 - personal characteristics
 - all of these
16. Ability to perform exceptionally well and increase the stock of targeted resources within a firm is called.....
- productivity
 - efficient
 - effective
 - competency
17. What is the scope of HRM?
- Training and development of employees for their growth
 - Maintenance of good industrial relations and workers' high morale for higher productivity
 - Further researches in behavioral science, new ideas in man, management and advances in the field of training and development
 - None of the above
18. Which one statement signifies the importance of controlling?
- Ensuring that activities are in accordance with the terms of the plan
 - An important mental process on the part of a manager
 - Power to influence people's behavior
 - Process of regulating the activities
19. To calculate the need for manpower on the basis of the average loss of manpower due to leave, retirement, death, transfer, discharge, etc. is known as.....
- work load analysis
 - workforce analysis
 - job analysis
 - forecasting
20. MPDQ stands for.....
- Management Position Description Questionnaire
 - Management Process Descriptive Questions
 - Methods for Personality Development Questions
 - Modern Positions Developed Qualitatively

MID-WESTERN UNIVERSITY
EXAMINATIONS MANAGEMENT OFFICE
MAKE UP EXAMINATION 2077
MASTER OF BUSINESS ADMINISTRATION (MBA)
SEMESTER – II

Subject: Human Resource Management
Full Marks: 100 Pass Marks: 50

Course Code: MGT 525
Time: 4:00 Hours

You are required to answer in your own words as far as practicable. The figures in the margin indicate full marks.

SECTION B: SHORT ANSWER QUESTIONS (5X6 = 30 MARKS)

Answer any five questions.

1. Highlight the changing role of a human resource manager in modern organizations. (6)
2. Define recruitment. Explain advantages and disadvantages of internal source of recruitment. (1+5)
3. What is compensation? Explain the different factors affecting compensation determination. (2+4)
4. Explain the role of employee motivation. (6)
5. Explain any one HR model and link with HR function. (6)
6. Why do managers need to be concerned about occupational safety and health? Give reasons with justification. (4+2)
7. What does HR environment refers to? State different environmental factors affecting human resource management. (2+4)

SECTION C: LONG ANSWER QUESTIONS (2X15 = 30 MARKS)

Answer any two questions.

8. Identify the different functions of Human Resource Management in an organization and explain each of them clearly. (3+12)
9. Prepare a Job Description and Job Specification for a post of Marketing Manager in a star rated hotel based in Pokhara. (7.5+7.5)
10. Why is performance appraisal much important in organization? Explain one of the most popular methods of performance appraisal. (7+8)

SECTION D: CASE STUDY (20 MARKS)

11. *Read a case given below and answer the following questions.*

Recently, Sattendra has been hired as director of human resources for a trading company established 5 years back in Kathmandu. Sattendra had previously served as assistant personnel director for three years for a large 'blue-chip' corporation in southern California after completing his MBA. He accepted his present position because of an increase in pay and responsibility.

Sattendra has been on the job for four months and has been assessing the situation to determine more significant human resource problems. One problem seems to have been the high turnover among the marketing representatives who worked in research and development. The result is that most employees have decided to stay put in the short term, but will be looking to take advantage of more attractive opportunities elsewhere. Sattendra was aware of these intentions and wanted to take steps now to minimize future employee turnover.

Interestingly, it is found that the company was paying 10-12 percent high salary than other organizations in the industry. Unfortunately, there was not practice of exit interview to the employees leaving the organization. Through informal conversations with a large number of individuals, including the managers, he came to know that many of the employees feel unfair practice in working environment and even in performance appraisal.

A very active young lady, Dilasha who joined the company three years back claimed that 'the company doesn't really care about its good people'. Her performance appraisals have been uniformly excellent. She went on to criticize the company for using an appraisal form with no sections for dealing with employee development. She also showed her wish to join the other organization who has offered excellent position in the same industry.

Questions

- a. Describe the nature and causes of the issues and problems faced by the company. (3+4)
- b. If you have to suggest formalized career development system for employees' satisfaction and retaining them, what components or types of system do you suggest? Why? (3+4)
- c. Should the career development activities be integrated with other human resource management activities? Discuss the content of the case. (6)

THE END

MID-WESTERN UNIVERSITY
EXAMINATIONS MANAGEMENT OFFICE
MAKE-UP EXAMINATION: 2020
MASTER OF BUSINESS ADMINISTRATION (MBA)
SEMESTER – I

R.No.....

Subject: Foundations of Management
Full Marks: 100

Course Code: MGT 511
Time: 4:00 Hours

SECTION A: MULTIPLE CHOICE QUESTIONS (1 × 20 = 20 MARKS) (TIME: 20 MINUTES)

Tick the best answers.

- Q1. A manager asks other people for their opinions and ideas, then makes the decision alone. He adopts:
- autocratic
 - consultation
 - joint decision
 - delegation
- Q2. Which one of the followings involves the process of planning?
- Forecasting
 - Choice among alternative courses of action.
 - Wishful thinking
 - Decision only by production manager
- Of the four statements,
- 1, 2, 3 and 4 are correct
 - 1, 3 and 4 are correct
 - 1 and 2 are correct
 - 2 and 3 are correct
- Q3. Rearrange the following steps in the decision- making process logically.
- | | |
|--------------------------------------|--|
| A. Identification of a problem | E. Identification of decision criteria |
| B. Analysis of alternatives | F. Selection of an alternative |
| C. Allocation of weights to criteria | G. Implementation of the alternative |
| D. Development of alternatives | |
- GFEDCBA
 - CDBAFEG
 - AECDBFG
 - GCDABEF
- Q4. Esprit De corps means _____
- Union is strength
 - Service is our motto
 - Buyer be aware
 - Product is our strength
- Q5. What are the three interpersonal roles of managers?
- Figurehead, leader and liaison
 - Spokesperson, leader, coordinator
 - Director, coordinator, disseminator
 - Communicator, organiser, spokesperson
- Q6. Which one of the followings best describes the concept that management is needed in all types and sizes of organizations, at all organizational levels, in all organizational work areas, and in all organizations, no matter the country in which they're located?
- the partiality of management
 - the segmentation of management
 - the universality of management
 - the cultures of management
- Q7. A difference between traditional organizations and new organizations is that the new organizations will be more
- stable
 - command oriented
 - rule oriented
 - dynamic
- Q8. Organizing includes:
- defining organizational goals
 - hiring organizational members
 - motivating organizational members
 - determining who does what tasks

- Q9. Making decisions on the basis of experience, feelings and accumulated judgment is called as.....
- decision making
 - structured problems
 - intuitive decision making
 - none of the above
- Q10. Span of controls means that
- an organization consists of various departments
 - each person's authority is clearly defined.
 - every subordinate has one superior
 - a manager can supervise only a limited number of subordinates
- Q11. As a manager if you are encouraging employees to improve productivity, which role are you playing?
- Resource allocator
 - Entrepreneur
 - Leader
 - Liaison
- Q12. Another term for efficiency is.....
- doing the right things
 - doing things right
 - making sure things get done
 - doing things at the right time
- Q13. A company that makes social responsibility a priority, even if doing so cuts their profit. Which stance to social responsibility is this?
- Obstructionist stance
 - Defensive stance
 - Accommodative Stance
 - Proactive stance
- Q14. The purpose of controlling function is:
- to recognize gap in knowledge and skills
 - to motivate employees
 - to delegate authority
 - to organize the workflow
- Q15. Which one of the followings is the knowledge that people carry in their minds and is, therefore, difficult to access?
- Explicit knowledge
 - Tacit knowledge
 - Procedural knowledge
 - Declarative knowledge
- Q16. What is the full form of MBO?
- Management By Opportunity
 - Method By opportunity
 - Management By Objectives
 - Method By Objective
- Q17. What do you call a style of leadership that takes account of others' views, opinions and ideas?
- Laissez-faire
 - People-oriented
 - Democratic
 - Autocratic
- Q18. Plans that apply to an entire organization and establish the organization's overall goal are known as:
- Specific Plans
 - Directional Plans
 - Strategic plans
 - Tactical plans
- Q19. Globalization helps
- accumulate more profit
 - increase earnings per share
 - develop export sphere
 - make competitive decision
- Q20. Find the odd one out.
- Goals
 - Objective
 - Polices
 - Motivation

