

Only for 2021 to
2023 AD admitted
Regular Students

TRIBHUVAN UNIVERSITY
FACULTY OF MANAGEMENT
Office of the Dean
May 2024

Full Marks: 100
Pass Marks: 50
Time: 3hrs

BBA/BIM/BBM/ First Semester / MGT 231: Foundation of Business Management

Candidates are required to answer all the questions in their own words as far as practicable.

Group “A”

Brief Answer questions:

[10×2=20]

1. Define management.
2. What is meant by managerial skills?
3. Write the name of two classical theories.
4. Elaborate the term managerial ethics.
5. State the various styles of decision making.
6. Sketch the multidivisional organizational structure.
7. Give any two advantages of decentralization of authority.
8. Mention any two features of organizational culture.
9. Write any two differences between formal and informal group.
10. List out any two problems of service sector business in Nepal.

Group “B”

Short Answer Questions: (Attempt any SIX Questions)

[6×5=30]

11. Describe different roles of a manager in any organization.
12. Define corporate social responsibility. Describe the Friedman doctrine.
13. Describe the various sources of authority in organization.
14. Explain different conditions of decision making.
15. Define organizational architecture. Explain its main elements.
16. Explain the major approaches or styles of managing team conflict.
17. What is meant by team? Explain the various types of team in organization.

Group “C”

Long Answer Questions: (Attempt any THREE Questions)

[3×10=30]

18. What do you understand by principles of management? Describe F.W. Taylor’s principles and its contribution in the effective management.
19. “Managerial jobs have been more challenging these days”. In the light of this statement, explain the emerging challenges and issues faced by modern managers.
20. What is meant by control system? Explain the essentials of effective control system.
21. Explain the major problems of Nepalese business.

Group “D”

Comprehensive Answer/Case/Situation Analysis Questions:

[4×5=20]

22. Analyze the following case carefully and answer the questions that follow:

Terminal 5, built by British Airways for \$8.6 billion, is Heathrow Airport's newest state-of-the-art facility. Made of glass, concrete, and steel, it's the largest free standing building in the United Kingdom and has over 10 miles of belts for moving luggage. At the terminal's unveiling on March 15, 2008, Queen Elizabeth II called it a "twenty-first-century gateway to Britain." Alas ... the compliments didn't last long! After two decades of planning and 100 million hours of labor, opening day didn't work out as planned. Endless lines and severe baggage handling delays led to numerous flight cancellations, stranding many annoyed passengers. Airport operators said the problems were triggered by problem in the terminal's high-tech baggage-handling system.

With its massive automation features, Terminal 5 was planned to ease jamming at Heathrow and improve the flying experience for the 30 million passengers expected to pass through it annually. With 96 self-service check-in booths, more than 90 check-in fast bag drops, 54 standard check-in desks, and over 10 miles of suitcase-moving belts that were supposed to be able to process 12,000 bags per hour, the facility's design didn't seem to support those goals.

Within the first few hours of the terminal's operation, problems developed. Baggage workers, presumably understaffed, were unable to clear incoming luggage fast enough. Many arriving passengers had to wait more than an hour to get their bags. There were problems for departing passengers, as well, as many tried in vain to check in for flights. Flights were allowed to leave with empty cargo holds. At one point that first day, the airline had no choice but to check in only those passengers with no luggage. And it didn't help that the moving belt system jammed at one point. Lesser problems also became apparent: a few broken escalators, some hand dryers that didn't work, a gate that wouldn't function at the new Underground station, and inexperienced ticket sellers who didn't know the fares between Heathrow and various stations on the Piccadilly line. By the end of the first full day of operation, Britain's Department of Transportation released a statement calling for British Airways and the airport operator BAA to "work hard to resolve these issues and limit disruptions to passengers."

You might be tempted to think that all of this could have been prevented if British Airways had only tested the system. But thorough runs of all systems “from toilets to check in and seating took place six months before opening, including four full-scale test runs using 16,000 volunteers.

Questions:

- a. In your opinion, what are the major problems in the Heathrow Airport?
- b. What theory would you think best fit to describe the problem? Why?
- c. What immediate corrective action do you suggest to control situation?
- d. What type of control-pre control, concurrent, or post control-do you suggest that would be most important in this situation?

