

(English Version)

**Subject : Business Organization & Management 2nd Paper (CQ)**

**Time : 2 Hours 30 Minutes**

**Full Marks—70**

[ The figures in the right margin indicate full marks. Answer any seven from the following eleven stems]

1. “Modern Furniture” gets an order for manufacturing 50 Lecture stands. They have five workers who will do the job. Every worker are asked to complete 10 lecture stands with in 5 days. Otherwise their job will be terminated. At the end of forth day 3 workers have regained. Their job. They complained also it was not a secured job. However the authority didn't pay at market rate as wages. On the others. “Robin Furniture's” distributed different parts of the lecture stands legs, top-board centre support, assembling & polishing to all the five workers in a manner, that only one worker can do the same job and got succeed.

- a. What is vestibule Training? 1
- b. What do you mean by organization structure? 2
- c. Which Principle of management did followed by “Robin Furniture” stated in the stem? Explain. 3
- d. Analyze the management function followed by “Modern Furniture” to stop turn over of workers. 4

2. Mr Amin & Mrs Amin are owners of two individual organization. Mr Amin takes care his business by himself and takes all decisions. On the other, Mrs Amin assigned the important tasks to the efficient personnel's. Some consultants are also appointed to assist her executive for reducing overload. Mr. Amin has failed to achieve success. So he would like to assign responsibility on all departmental head who will expose the real cause and submit the recommended report.

- a. What is scientific management? 1
- b. Which factors will you consider in decision making? 2
- c. What type of organization does follow Mrs Amin stated in the stem? Explain. 3
- d. Explain the merits of the indicated organization that Mr Amin would like to form. 4

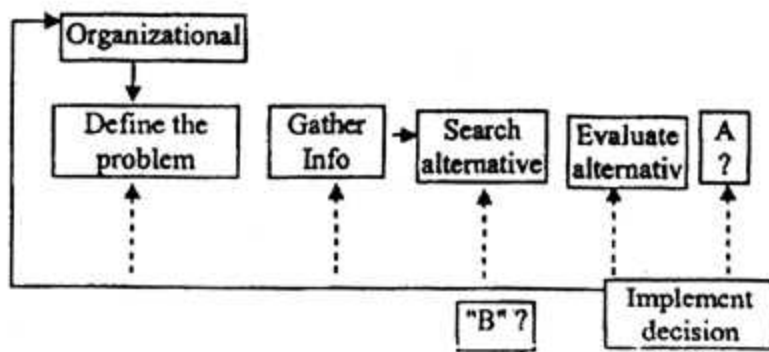


Fig: Stages of Effective decision making.

- What are the 6 M of Management? 1
- Mention the steps of selection process. 2
- Which process or task is required in the question mark "A" stated in the stem ? Explain. 3
- Evaluate the Necessity in decision making process of symbol or mark "B" mentioned in the stem? 4

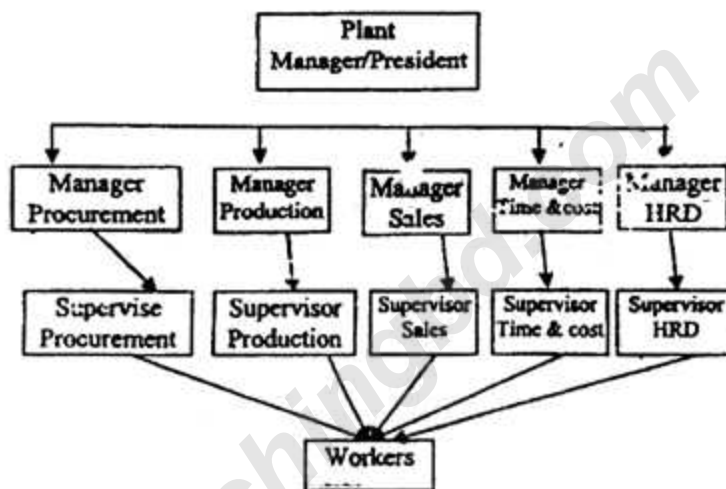


Fig: Organogram of Juthi Febrics Ltd.

Mrs. Zakia is HR Manager of Juthi Febrics Ltd. She recruited 25 workers for it's factory in production department; She also arranged a training for 7 days in a training center. The workers join their job after completion the training session.

- What is motivation? 1
  - What do you mean by planning premises? 2
  - Which formal organization has used by "Juthi Febrics Ltd" in the stem? Explain. 3
  - What type of training has arranged by HR Manager Mr Zakia? Is there any alternative type of Training? Show opinion. 4
5. Mrs Sakila is a production manage of "Nazia Textile" she pays her employees as per pay scale-2009 which is not enough on the basis of market price. As a result the employees turned over the org. Mrs. Sakila feels, employee's service should not be too short and moved from positions frequently. She thought, she will handle it by flowing some managerial activities so that they can earned knowledge and efficiency.

- a. What is teleconferencing? 1
  - b. What is meant by Hierarchy need theory of motivation ? Explain. 2
  - c. At which level of management does Mrs Sakila perform in Nazia Textile? Explain. 3
  - d. Do think Mrs Sakila will succeed by taking the indicated action to stop employee turn over? Give argument in favor in your opinion. 4
6. The managerial authority of “Atoms Fabrics” communicate with their employees using dialect, ambiguous words. They used some technical terms in communication also that creates obstacle to understand the meaning. However they used office memorandum, telegram to communicate with several dept. The authority is thinking to change it. They will use such type of communication where, the officials can participate in a group discussion through electronic technology staying in different district Zone. But it will not possible to see their superior and or any participates of the meeting.
- a. What is press note in communication? 1
  - b. What do mean by management cycle? 2
  - c. What type of barriers did “Atoms Fabrics Faced ? Explain. 3
  - d. Describe the mentioned type of communication media in the above mentioned org for effective communication. 4
7. Fariha took a plan to produce 10 thousand mens wear in December 2014. The cutting and swing section have finished their task. But it found that there were 6 thousand of products in showroom for selling. So the General manage of “Mita Apparels” decided to impose importance on carry communication across the entire deptments.
- a. What is Apprentice Ship training? 1
  - b. What are the process of employee selection? 2
  - c. Which principle of Co-ordination is Liable to acluive the goal in Mita Apparals ? Explain. 3
  - d. Explain the indicated steps for succession of Mita Apparals in the above stem. 4
8. Zuly found that the workers feel better to do the job as their willingness rather than direction- and supervision to operate their selves in “Shila Garments Ltd.” But the quantity of commodities were less than that of previous time. Several times the personnel were absent in their job also. Zuly that she will discuss with the employees and receive opinion with suggestion. Which may positive for the Org. She will share profit with than also.
- a. What is job rotation? 1
  - b. Discuss the criticism factors of X theory and Y theory of motivation. 2

- c. Which applicable type of leadership is found in the above mentioned stem's Org? Explain. 3
- d. Analysis the various technique indicated in the stem after train-up the personnel to overcome the situation. 4
9. Mrs. Bithi Akter is an business holder who sends the copy of document to his importer for urgent communication by an electronic means. It consume huge cost rather than some modem ICT based communication. She decided she will communicate with intimate by using special address of her own and the importer. She will continue it with all clients.
- a. What are the ERG categories of Human needs? 1
- b. What are the pre conditions to apply the consultative direction? 2
- c. Which type of written communication has been used by Mrs Bithy ? Explain. 3
- d. Analysis the importance of indicated type of communication in the above stem. 4
10. Kamal Hossain is an CEO of "Falcon Fabrics Ltd." thinks that it's not necessary to force the employees for doing their jobs. The employees take the job as a game and took decision their selves. It is not needed to follow-up to the workers. He shares opinion, with the employees and give the opportunity to participate in Trade Union. -
- a. What is thematic Apperception Test? 1
- b. What do you mean by motivational cycle? 2
- c. Which type of motivational theory has found in "Falcon Fabrics Ltd." mentioned in the stem? Explain? 3
- d. Evaluate the rationality to give the Motivational factors to the employees of "Falcon Fabrics Ltd." mention in the stem? 4
11. Hamid Fabrics has launched a new product line of T-shirt in 2016. They have consumed Tk. 50,000 for a machine, Tk. 1 Lac for land and building and used Tk. 50,000 for office furniture. They assumed they will sale each T-shirt @ Tk. 90 which production cost will Tk. 40 each with Tk. 10 selling cost.
- a. What is budgetary control? 1
- b. Explain the steps of controlling. 2
- c. How many T-shirt have to produce by Hamid Fabrics, if they want to cover their cost at least ? Explain. 3
- d. How many T-shirts have to produce, if they want to gain 20% profit on the fixed cost? 4

**[ Darken the circle (O) with black ball point pen from the alternatives]**

- The 6M of Management includes—  
i. Materials ii. Method iii. Motivation  
Which one is correct?  
(a) i & ii (b) i & iii (c) ii & iii (d) i, ii & iii
  - Which one is lower level Management?  
(a) Director (b) CEO (c) Supervisor (d) Worker
  - Which one is standing plan?  
(a) Program (b) Procedure (c) Project (d) Budget
- Read the following stem and answer the question no. 4 & 5.**  
Hasan makes sales policy for "Havana" Company Ltd. in 2010. He also makes separate plan for production & sales department.
- Which principle of management does exist in "Havana Company"?  
(a) Division of work (b) Scalar Chain  
(c) Centralization (d) Decentralization
  - What type of plan does make by Hasan based on structure?  
(a) Master plan (b) Regional plan  
(c) Department plan (d) Functional plan
- Read the following stem and answer the question no. 6**  
Ranu has joined in "Aupurna Textile" in 10 June, 2010 and Nasima has joined there in 29 May, 2010. Ranu was promoted in higher scale for his Excellency. Apurna was turned over for that case.
- At which basis Ranu got promotion?  
(a) Merit (b) Senior  
(c) Productivity (d) Expertness
  - What should be done to stop turn over of "Apurna Textile"?  
(a) Follow seniority (b) Follow juniority  
(c) Follow merit (d) Follow service rule
  - Which one is non financial factor of motivation?  
(a) Bonus (b) Security  
(c) Promotion (d) Medical allowance
  - What type of Training the "Coaching" is?  
(a) On the job training (b) Off the job  
(c) Direct method (d) Physical training
  - What type of communication "Email" is—  
i. Oral ii. Written iii. Face book  
Which one is correct?  
(a) i (b) ii (c) i & ii (d) ii and iii
  - Who has introduced "ERG theory of motivation"?  
(a) Melleland (b) McGregor  
(c) Adam Smith (d) Alderfer
  - Effective coordination depends on—  
(a) Planning (b) Staffing  
(c) Communication (d) Controlling
- Read the stem and answer the question. No - 13.**  
Mukalia gives direction to do their job within mentioned time. Employees couldn't get any opportunity to share their views with Mukalia. So the employees morale is very low.
- What type of leadership has been seen in the stem?  
(a) Autocratic (b) Democratic  
(c) Free rain (d) Benevolent
  - Which one is excluded in Principles of Modern management?  
(a) Division of work (a) Seperation  
(c) Centralization (d) Unity of Command
  - Coordination should be—  
i. Strategically ii. Logical iii. Equal  
Which one is correct?  
(a) i & ii (b) ii & iii (c) i & iii (d) i, ii & iii
  - Which one is written communication?  
(a) Telegram (a) Speech (c) Meeting (d) Counseling
  - Which one is excluded of staffing?  
(a) Recruitment (b) Selection  
(c) Promotion (d) Communication
  - How many principles of Modern Management?  
(a) 5 (b) 7 (c) 12 (d) 14
  - Which is non financial means of motivation?  
(a) Personal power (b) Bonus  
(c) Transportation (d) Advances
  - Top-most need of human according to Maslow.  
(a) Safety (a) Social  
(c) Esteem (d) Self actualization
  - The plan will be called after 2015 if the shop will continue?  
(a) Short term plan (a) Mid term plan  
(c) Standing plan (d) Master plan
  - What type of organization has been found in the field of Defences?  
(a) Line org (b) Line and staff org  
(c) Committee org (d) Functional org
  - Which one is the 4 step in management cycle?  
(a) Organizing (b) Staffing  
(c) Directing (d) Motivating
  - The theory of motivation of "Hygiene factor" has introduced by —  
(a) Hertzberg (b) McGregor (c) Alderfer (c) Muslow
- Read the following stem and answer the question No. 25.**  
Biva in an CEO of "Shefa Beauty Parler". Shefa has recruited Milu?
- From which source of recruitment Shefa has recruited Milu?  
(a) Internal source (a) External source  
(c) Advertisement (d) Print Media
  - How many step are there in Mas low's Need theory of motivation.  
(a) 3 (a) 5 (c) 6 (d) 8
  - Who was operated "Haw throne study"?  
(a) Harzbery (b) Mclliland  
(c) Alderfers (d) Elton Meyo
  - Haw throne study was operated in the year?  
(a) 1927-1937 (b) 1939-1947  
(c) 1827-1939 (d) 1839-1947
  - What type of organization is suitable for exposing investigation?  
(a) Committee (b) Functional  
(c) Departmental (d) International
  - Modern tech of Controlling is—  
i. PERT ii. CPM iii. Date Analysis  
Which one is correct?  
(a) i & ii (b) i & iii (c) ii & iii (d) i, ii & iii