

College Name: _____

Student Name: _____ Seat No: _____

Copy No: _____

KARACHI UNIVERSITY BUSINESS SCHOOL
UNIVERSITY OF KARACHI
FINAL EXAMINATION JUNE 2017; AFFILIATED COLLEGES
PRINCIPLES OF MANAGEMENT; BA (H)–461 (PART B)
BBA – III

Date: June 15, 2017

Max. Time: 110 Mins

Max. Marks: 50

INSTRUCTIONS:

- 1. Attempt five questions, where Q1 is compulsory.**
- 2. Do not write anything on the question paper, EXCEPT the initials mentioned above.**
- 3. Mobile phones or any other communicating device will not be allowed in the examination room. Students will have to remove the batteries of these devices before entering the examination hall.**

Q1 Rohit Narang joined Apex Computers (Apex) in November after a successful stint at Zen Computers (Zen), where he had worked as an assistant programmer. Rohit felt that Apex offered better career prospects, as it was growing much faster than Zen, which was a relatively small company. Rohit joined as a Senior Programmer at Apex, with a handsome pay hike. He joined Aparna Mehta's five-member team. While she was efficient at what she did and extremely intelligent, she had neither the time nor the inclination to groom her subordinates. Time and again, Rohit found himself thinking of Suresh, his old boss, and of how he had been such a positive influence. Aparna, on the other hand, even without actively doing anything, had managed to significantly lower his motivation levels.

- a) What according to you, were the issues and reasons for Rohit's disillusionment? Answer the question using Maslow's Hierarchy of Needs.
- b) What should Rohit do to resolve his situation?
- c) What can a team leader do to ensure high levels of motivation among his/her team members? Suggest the any Job design technique to make Rohit's job motivating.

Q2 Analyze your presentation group experiences in the semester with the help of five stage group development model.

Q3 Prepare job description and job specification for the position of "National sales manager" at a leading FMCG company based in Karachi.

Q4 Explain Equity theory of motivation.

Q5 What is Span of control? How task complexity, managers abilities and some other factors affect a Managers' span of control?

Q6 Define the following terms:

- (a) E-Recruitment
- (b) Acceptance error
- (c) Programmed decision
- (d) Selection

END OF SUBJECTIVE PAPER