

## **MGT503 FINAL TERM 2011**

### **Subjective questions solved**

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#### **d/w unity of command and unity of direction**

**answer:**

##### **. Unity of Command**

An employee should receive orders from one superior only.

##### **. Unity of direction.**

The organization should have a single plan of action to guide managers and workers

--- (\*., (\*., All Finalterm Papers solved 2011 . . . ,.\*') ,.\*' ) ---

#### **D b/w power and authority**

**Answer:**

**Power** is the capacity to affect the behavior of others.

There are different types of power depending upon their sources originally identified by French and Raven.

1. **Legitimate power** stems from a position's placement in the managerial hierarchy and the authority vested in the position.
2. **Reward power** is based on the capacity to control and provide valued rewards to others.
3. **Coercive power** is based on the ability to obtain compliance through fear of punishment.
4. **Expert power** is based on the possession of expertise that is valued by others.
5. **Information power** result from access to and control over the distribution of important information about organizational operations and future plans.
6. **Referent power** results from being admired, personally identified with, or liked by others.

##### **Authority.**

Managers must be able to give order. Authority gives them this right. Along with authority, however, goes responsibility.

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#### **Benefit of value chain management**

**answer:**

Value chain management (VCM) is the integration of all resources starting with the vendor's vendor. It integrates information, materials, labor, facilities, logistics, etc. into a time-responsive, capacity-managed solution that maximizes financial resources and minimizes waste. In other words, efficient and effective value chain management optimizes value for the customers' customer. The

following sections discuss the development of VCM, integrated supply chain planning and scheduling, full resource management, cycle time responsiveness, chain-wide resource optimization, and information integration.

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**Listen is very important for manager how he can become good listner**

**answer:**

3. **Listen actively.**

- a. Listening is an active search for meaning, whereas hearing is passive.
- b. Active listening is listening for full meaning without making premature judgments or interpretations, and demands total concentration.
- c. Active listening is enhanced by developing empathy with the sender—placing yourself in the sender's position

--- ( `\*•., ( `\*•., All Finalterm Papers solved 2011 . . . .•\*´ ) ,••\*´ ) ---

**Being a manager you have to apply Expectancy Theory to motivate your subordinates. What steps would you follow to apply the theory?**

**Answer:**

**Expectancy Theory**

Expectancy Theory is the theory that an individual tends to act in a certain way based on the expectation that the act will be followed by a given outcome and on the attractiveness of that outcome to the individual.

Three relationships are important to this theory.

1. **Effort-performance linkage** (expectancy) is the probability perceived by the individual that exerting

a given amount of effort will lead to a certain level of performance.

2. **Performance-reward linkage** (instrumentality) is the degree to which an individual believes that

performing at a particular level is instrumental in, or will lead to, the attainment of a desired outcome.

3. **Attractiveness of the reward (valence)** is the importance that the individual places on the potential outcome or reward that can be achieved on the job.

4. There are four features inherent in the theory.

a. What perceived outcomes does the job offer the employee?

b. How attractive do employees consider these outcomes to be?

c. What kind of behavior must the employee exhibit to achieve these outcomes?

d. How does the employee view his or her chance of doing what is asked?

5. The key to understanding this theory is to understand an individual's goal and the linkage between

effort and performance, between performance and rewards, and between rewards and individual goal satisfaction.

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**Total question 69**

**MCQ62**

**2.define the higher level and lower level of needs in Maslow's Hierarchy 3**

**Answer:**

Maslow's Hierarchy of Needs has often been represented in a hierarchical pyramid with five levels. The four levels (lower-order needs) are considered *physiological needs*, while the top level is considered *growth needs*. The lower level needs need to be satisfied before higher-order needs can influence behavior. The levels are as follows (see pyramid in Figure 1 below).

- Self-actualization – morality, creativity, problem solving, etc.
- Esteem – includes confidence, self-esteem, achievement, respect, etc.
- Belongingness – includes love, friendship, intimacy, family, etc.
- Safety – includes security of environment, employment, resources, health, property, etc.
- Physiological – includes air, food, water, sex, sleep, other factors towards homeostasis, etc.



--- (\*•... \*•... All Final term Papers solved 2011 . . . ,•\*´) ,•\*´ ) ---

**3. china wall and Pyaramind was built when it was built there was no management but it has used management define it 5**

**answer:**

**Great China Wall:**

The Great China Wall built in the time period of 956 years (688 BC – 1644 AD). It is 6000 km long. Its

base is 20 feet wide and top 11 feet wide. The height of China Wall is from 7 to 37 feet. The whole China

wall is made by hands. Working as united for 956 years, there should be some purposes due to which

people worked for a long time.

According to history, the purpose of china wall was:

- To mark territories

- To defend the area

- To protect silk road

These examples from the past demonstrate that organizations have been around for thousands of years and

that management has been practiced for an equivalent period.

**The Egyptian Pyramid:**

Approximately four thousand years B.C., the Egyptians were building a civilization edge on the rest of the

world. Very few of us can comprehend the extent to which this culture zoomed ahead of its times. If it were possible to make a reliable comparison, we would probably find that no nation in our time is as far ahead of its contemporaries as the land of the Pharaohs was between 4000 B.C. and 525 B.C. The most obvious demonstration of Egyptian power is the construction projects that remain even today. Without the service of cranes, bulldozers, or tea/coffee breaks, the Egyptians constructed mammoth structures of admirable precision. The great pyramid of Cheops, for example, covers thirteen acres and contains 2,300,000 stone blocks. The blocks weigh about two and a half tons each and were cut to size many miles away. The stones were transported and set in place by slave labor and precision planning. The men who built the enduring structures of ancient Egypt not only knew how to use of human resources efficiently but also knew how to manage 100,000 workers in a twenty-year project.

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### 5. defin the types of work team 3

#### Answer:

Given these four characteristics, some of the most popular types of teams used today include the following:

- a. A **functional team** is a type of work team that is composed of a manager and his or her subordinates from a particular functional area.
- b. A **self-directed or self-managed team** is one that operates without a manager and is responsible for a complete work process or segment that delivers a product or service to an external or internal customer.
- c. A **virtual team** is one that uses computer technology to link physically dispersed members in order to achieve a common goal.
- d. Finally, a **cross-functional team** is one in which individuals who are experts in various specialties (or functions) work together on various organizational tasks.