

Mid-West University
Examinations Management Office
Surkhet, Nepal
End-Semester Examinations-2080
Bachelor of Business Administration (BBA)
Semester - VI

Subject: Introduction to Sociology
Full Marks: 100 Pass Marks: 50

Course Code: MGT 465
Time: 3:00 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 (8 × 5 = 40 MARKS)

Answer any eight questions:

1. How has industrialization changed the society and life styles of people?
2. Do you think modern lifestyles give people enough time for leisure?
3. Why is Organizational Culture Important?
4. Differentiate the relationship of sociology with economics.
5. What is the concept of market changing?
6. What are the problems of diversity in organizations?
7. Explain the scope of sociology from two different schools of thought.
8. Why is symbolic interactionism perspectives called micro theory?
9. Elaborate the concept of cultural ethnocentrism with a suitable example.
10. What is the postmodern understanding of "truth"?

SECTION C: LONG ANSWER QUESTIONS (3 × 10 = 30 MARKS)

Answer any three questions:

11. Discuss the main arguments of Wallerstains World system theory.
12. Communities have always played a pivotal role in the formulation of an individual's identity and in building social groups. Would you agree or disagree, and why?
13. How can deviance be understood as behavior that both disrupt the stability in society, while simultaneously serve as an important condition preserving stability?
14. Choose any topic that is of interest to you and discuss how you think globalization has affected it. You could choose cinema, work, marriage or any other topic.
15. How has gender equality in Nepalese politics changed in the last two decades? What is the evidence?

SECTION D: CASE STUDY (15 MARKS)

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

The development of technology has brought about great changes, not only the transformation of the relationship between human beings and nature, but also changing the way people interact with each other. Represented by computers and the Internet, modern technology has established a direct channel which helps people to communicate and feedback their information. American computer scientist Paul (2018) uses the conception of 'common symbiosis' of biology to describe a new relationship between human beings and technology. He emphasizes that the computer is an important 'community partner' in human society, in which the relationship between people and machines becomes an indispensable condition in social life. Furthermore, human beings and networks form a new relationship 'group symbioses in this social ecosystem. In the future, with the development of computer technology, people can experience social life with computers that can simulate human emotions and activities (Paul, 2018, p. 45). This means computers and networks will become a unique species in human society that can establish symbiotic relationships with people and influence the social relationships of people in reality, which is amazing but also scary: the machine has human emotions of human beings, but the machine is always just a machine. In this sense, technology has become an independent element of the modern productive system. On the basis of transforming productivity, technology has changed the social division of labor and further changed the industrial structure, occupational structure and social stratum structure of the society, thus causing changes in the entire social structure.

Questions:

- a. What is your opinion regarding the machine having human emotions?
- b. Explain this statement using examples: "computers and networks will become a unique species in human society that can establish symbiotic relationships with people and influence the social relationships of people in reality".
- c. How has technology transformed the way people interact with each other?

THE END

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SECTION A: MULTIPLE CHOICE QUESTIONS (1 × 15 = 15 MARKS) / (TIME: 15 MINUTES)

Tick the best answers.

1. Who is the current president of Nepal?
 - a. Bidhya Devi Bhandari
 - b. Ram Chandra Paudel
 - c. Khadga Prasad Oli
 - d. Pushpa Kamal Dahal
2. Unequal access to social resources is commonly called _____.
 - a. social inequality
 - b. social plurality
 - c. social stratification
 - d. social struggle
3. Social problems may be understood within the realm of _____.
 - a. chemistry
 - b. physics
 - c. sociology
 - d. psychology
4. Wright Mills was Sociologist.
 - a. American
 - b. British
 - c. Russian
 - d. French
5. The traditional Hindu society was divided into..... Varnas base on the occupation of an individual.
 - a. three
 - b. four
 - c. five
 - d. seven
6. Social change is responsible for-
 - a. social progress
 - b. social evolution
 - c. social disorganization
 - d. all the above
7. Sociology emerged in _____.
 - a. America
 - b. Europe
 - c. Asia
 - d. Africa
8. The status a person chooses such as level of income is _____.
 - a. achieved status
 - b. ascribed status
 - c. role set
 - d. role strain
9. Industry is an institutional structure which by nature is: _____.
 - a. political
 - b. cultural
 - c. economic
 - d. social
10. Who introduced the term sociological imagination?
 - a. Lewis Coser
 - b. C H Cooley
 - c. C Wright Mills
 - d. Max Weber
11. Which rule derives its authority from state?
 - a. Folkways
 - b. Mores
 - c. Law
 - d. Norms
12. What does leisure refer to?
 - a. Paid activities
 - b. Free time activities
 - c. Occupational activities
 - d. Housework
13. Which one of the followings is an example of a white-collar job?
 - a. Manual laborer
 - b. Sweeper
 - c. Doctor
 - d. Construction worker
14. Among them which types of societies came first?
 - a. Industrial
 - b. Agricultural
 - c. Mass
 - d. Horticultural and pastoral
15. Who proposed the World system theory?
 - a. Immanuel Wallerstein
 - b. Larry Percy
 - c. Philip Kotler
 - d. Karl Mar

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Exam Roll No.

Subject: Project Management
Full Marks: 100 Pass Marks: 50

Course Code: MGT 464
Time: 3:00 Hours

SECTION A: MULTIPLE CHOICE QUESTIONS (1 × 15 = 15 MARKS) / (TIME: 15 MINUTES)

Tick the best answers.

1. A horizontal bar chart that shows project tasks against a calendar is called:
 - a. milestone
 - b. goal
 - c. gantt chart
 - d. pert chart
2. Five conditions imposed on every project are:
 - a. scope, quantity, time, cost, resources
 - b. quality, scope, cost, time, resources
 - c. quality, scope, time, cost, quantity
 - d. none of the above
3. Outsourced projects are susceptible to conflicts as
 - a. people get less pay in these projects and work is more
 - b. more work pressure and less time horizon
 - c. these projects are away from home location
 - d. people are unaccustomed to working together and have different values
4. is a set of non-repetitive activities, which create a unique product or services.
 - a. Project
 - b. Program
 - c. Project development process
 - d. Life cycle
5. Which one is not the characteristic of small business?
 - a. Unlimited work scope
 - b. Free management
 - c. Priority of workers
 - d. Limited investment
6. As per the performance approach to time, it should be:
 - a. before deadline
 - b. longest possible
 - c. on time
 - d. extended time
7. The particular task performance in CPM is known as
 - a. dummy
 - b. event
 - c. activity
 - d. contract
8. Project crashing is the method for -----
 - a. shortening the project duration by reducing the time of one or more critical activities
 - b. adding resources at critical points
 - c. doing technical analysis of the finished work for review
 - d. adding duration to each activity
9. The pessimistic and optimistic times of completion of an activity are given as 10 and 4 days respectively, the variance of the activity will be
 - a. 1
 - b. 6
 - c. 12
 - d. 18
10. While delegating, a superior delegate is:
 - a. only one authority
 - b. authority and responsibility
 - c. authority, responsibility and accountability
 - d. authority, responsibility and not accountability

11. Which one of the following statements is true?
- a. PERT is considered as a deterministic approach and CPM is a probabilistic technique.
 - b. PERT is considered as a probabilistic techniques and CPM is considered as a deterministic approach.
 - c. PERT and CPM are both probabilistic techniques.
 - d. PERT and CPM are both considered as deterministic approaches.
12. In the initial stage of the project the probability of completing the project is ____
- a. zero
 - b. medium
 - c. low
 - d. high
13. Which one project management plan guides the creation of the detailed project scope statement?
- a. Project Charter
 - b. Project management plan
 - c. Project Scope plan
 - d. Project Scope management plan
14. Which one group development stage finds members being more tolerant of each other and accepting of the diverse perspectives and personalities that each member brings to the group?
- a. Forming
 - b. Storming
 - c. Norming
 - d. Performing
15. David, one of your project team members, has been making changes to his work, which, as a result, changes the project scope. David's change is also known as
- a. gold plating
 - b. scope creep
 - c. scope control defect
 - d. improvised scope composition

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SECTION B: SHORT ANSWER QUESTIONS (8 × 5 = 40 MARKS)

Answer any eight questions:

1. What are the triple constraints of project? How is project differed from operational work? [3+2]
2. Write a detailed note on the role and the responsibilities of a project manager. [5]
3. "Effective communication leads to better project management". Discuss the importance of communication in project management. [5]
4. What is Gantt chart? Explain, why it is important tool in project management. [2+3]
5. What is SWOT analysis? Explain the importance of SWOT for a company. [2+3]
6. Compare and contrast between CPM and PERT. [5]
7. Construct a network diagram [5]

Activity	A	B	C	D	E	F	G	H	I	J
Predecessor	-	A	B	A	D	E,I	A	G	H	C,F
Duration	3	2	3	5	1	4	2	5	2	1

8. What is project plan? How does network analysis helps in project planning? Explain. [2+3]
9. Define Fishbone diagram. Explain the importance of WHYs for the cause of a problem. [2+3]
10. Define work breakdown structure and its importance in project management. [2+3]

SECTION C: LONG ANSWER QUESTIONS (3 × 10 = 30 MARKS)

Answer any three questions:

11. 'Team Work concept with a good human relation system is vital for the success of a project' Discuss. Highlight the benefits of effective project team building. [5+5]
12. Define project. Explain the different stages of project life cycle with the suitable diagram. [3+7]
13. Discuss the environmental factors of project management. Critically analyze the task environment (positive and negative factors) while doing any project. [6+4]
14. Write Short Notes (Any two) [5+5]
 - a. 7-S of Project Management
 - b. SMART
 - c. Brainstorming
15. A small project consisting of ten activities has the following characteristics: [2+3+3+2]

Activity	Predecessor	Optimistic	Most likely	Pessimistic
A	-	4	5	12
B	-	1	1.5	5
C	A	2	3	4
D	A	3	4	11
E	A	2	3	4
F	C	1.5	2	2.5
G	D	1.5	3	4.5
H	B, E	2.5	3.5	7.5
I	H	1.5	2	2.5
J	F, G, I	1	2	3

- a. Draw Project Network Diagram
- b. Find the expected duration and variance of each activity.
- c. Calculate critical path and project duration time
- d. Calculate the variance and standard deviation of critical path activity.

SECTION D: CASE STUDY (15 MARKS)

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

Sarah's project had now become more complex than she had anticipated. Sarah's company had a philosophy that the project manager would be assigned during proposal preparation, assist in the preparation of the proposal, and take on the role of the project manager after contract award, assuming the company would be awarded the contract. Usually, contract go-ahead would take place within a week or two after contract award. That made project staffing relatively easy for most of the project managers. It also allowed the company to include in the proposal a detailed schedule based on resources that would be assigned upon contract award and go-ahead. During proposal preparation, the functional managers would anticipate who would be available for assignment to this project over the next few weeks. The functional managers could then estimate with reasonable accuracy the duration and effort required based on the grade level of the resources to be assigned. Since the go-ahead date was usually within two weeks of contract award and the contract award was usually within a week or so after proposal submittal, the schedule that appeared in the proposal was usually the same schedule for the actual project with very few changes. This entire process was based on the actual availability of resources rather than the functional managers assuming unlimited resources and using various estimating techniques. Although this approach worked well on most projects, Sarah's new project had a go-ahead date of three months after contract award. For the functional managers, this created a problem estimating the effort and duration. Estimating now had to be made based on the assumption of unlimited availability rather than the availability of limited resources. Functional managers were unsure as to who would be available three or four months from now, yet some type of schedule had to appear in the proposal. Sarah knew the risks. When the estimates were being prepared for her proposal, the functional managers assumed that the average worker in the department would be available and assigned to the project after go-ahead. The effort and duration estimates were then made based on the average employee. If, after go-ahead, above-average employees would be assigned to Sarah's project, she could possibly see the schedule accelerated but had to make sure that cost overruns did not happen because the fully loaded salary of the workers might be higher than what was estimated in the proposal. If below-average workers are assigned, a schedule slippage might occur, and Sarah would have to look at possible schedule compression techniques, hopefully without incurring added costs.

AWARD OF CONTRACT Sarah's company was awarded the contract. Sarah had silently hoped that the company would not get the contract, but it did. As expected, the go-ahead date was three months from now. This created a problem for Sarah because she was unsure as to when to begin the preparation of the detailed schedule. The functional managers told her that they could not commit to an effort and duration based on actual limited resource availability until somewhere around two to three weeks prior to the actual go-ahead date. The resources were already spread thin across several projects, and many of the projects were having trouble. Sarah was afraid that the worst-case scenario would come true and that the actual completion date would be longer than what was in the proposal. Sarah was certainly not happy about explaining this to the client should it be necessary to do so.

APPROACHING GO-AHEAD DATE As the go-ahead date neared, Sarah negotiated with the functional managers for resources. Unfortunately, her worst fears came true when, for the most part, she was provided with only average or above-average resources. The best resources were in demand elsewhere, and it was obvious that they would not be available for her project. Using the efforts and durations provided by the functional managers, Sarah prepared the new schedule. Much to her chagrin, she would be at least two weeks late on the four-month project. The client would have to be told about this. But before telling the client, Sarah decided to look at ways to compress the schedule. The Scheduling Dilemma 209 Working overtime was a possibility, but Sarah knew that overtime could lead to burned-out workers and increased chances of making mistakes. Also, Sarah knew that the workers really did not want to work overtime. Crashing the project by adding more resources was impossible because no other resources were available. Outsourcing some of the work was not possible as well because the statement of work identified proprietary information provided by the client and that the contract would not allow any

outsourcing of the work to a third party. Because of the nature of the work, doing some of the work in parallel rather than series was not possible. There was always a chance that the assigned resources could get the job done ahead of schedule, but Sarah believed that a schedule delay was inevitable.

TIME FOR A DECISION Sarah had to make a decision about when and how to inform the client of the impending schedule delay. If she told the truth to the client right now, the client might understand but might also believe that her company had lied in the proposal. That would be an embarrassment for her company. If she delayed informing the client, there might a chance, however slim, that the original schedule in the proposal would be adhered to. If the client was informed at the last minute about the delay, it could be costly for the client and equally embarrassing for her company.

Required

- a. What is the major problem with the case study? [5]
- b. What schedule compression techniques were considered in the case? Is there any technique she did not consider? [5]
- c. Was Sarah correct in her analysis that these techniques probably would not work on her project? [5]

THE END

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Bachelor of Business Administration (BBA)
Semester - VI

Exam Roll No.

Subject: Entrepreneurship Development
Full Marks: 100 Pass Marks: 50

Course Code: MGT 463
Time: 3:00 Hours

SECTION A: MULTIPLE CHOICE QUESTIONS (1 × 15 = 15 MARKS) / (TIME: 15 MINUTES)

Tick the best answers.

1. is defined as the tendency to generate or recognize ideas, alternatives, or possibilities.
 - a. Invention
 - b. Innovation
 - c. Creativity
 - d. Inspiration
2. Which one of the followings is not considered as the factor opportunity?
 - a. Market and Demand Analysis
 - b. Business Environment Analysis
 - c. Evolution Analysis
 - d. Plant Location and Layout Situation
3. What are the elements of the entrepreneurship development cycle?
 - a. Stimulation
 - b. Support
 - c. Sustaining
 - d. All of them
4. This plan answers two primary questions of the proposed business venture: who, if anyone, will purchase the service/product a company wants to sell, & if they can turn it into a profit?
 - a. Feasibility Business Plans
 - b. Strategic Business Plans
 - c. Growth Business Plans
 - d. Internal Business Plans
5. What are the major qualities of women's entrepreneurship?
 - a. Demonstration confidence and leadership
 - b. Communication and interaction with everyone
 - c. Having humility & willingness to admit mistakes
 - d. All of them
6. are action-oriented highly motivated individuals who take risks to achieve goals.
 - a. Businessmen
 - b. Managers
 - c. Entrepreneurs
 - d. Leaders
7. A strategic tool that helps determine the external and internal factors affecting the performance of the business is.....
 - a. business analysis
 - b. environmental analysis
 - c. economic analysis
 - d. market, demand analysis
8. The basic legal & statutory environment in the setting of an SSI is/are
 - a. the conduct ensures that the company is aware of all the government rules & regulations associated with it
 - b. registering to get the license for the business
 - c. complete list of documents and paperwork
 - d. all of Them
9. The assessment of the efficacy, degree of success, and contribution of the development program in entrepreneurship is called
 - a. Entrepreneurship Awareness Training Program
 - b. Entrepreneur Development and Assessment Program
 - c. Evaluation of Entrepreneurial Training & Development Program
 - d. None of them

10. The first process to follow during the preparation of a business plan is...
- a. generate idea
 - b. prepare business description
 - c. create an executive summary
 - d. conduct the feasibility study
11. The theory of entrepreneurship that concerns the welfare of society, local resource & growth is
- a. economic theory
 - b. sociological theory
 - c. anthropological theory
 - d. opportunity based theory
12. is considered the heart of the business plan and perceived as the basic element for business survival.
- a. Environmental analysis
 - b. Feasibility study
 - c. Opportunity analysis
 - d. Economic analysis
13. Creating a business-friendly and people-friendly tax regime, where consumption is taxed instead of basic services is the part of...
- a. government efforts to improve C/SS industry
 - b. institutional efforts to improve C/SS industry
 - c. financial efforts to improve C/SS industry
 - d. public efforts to improve C/SS industry
14. Which one of the following dimensions is measured in entrepreneurial behavior?
- a. Planning orientation
 - b. Achievement orientation
 - c. Expansion orientation
 - d. All of them
15. This section highlighting the buyer personality that the company plans to target and focuses on why the solution will be successful is.....
- a. business profile
 - b. executive summary
 - c. organizational structure
 - d. company description

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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 (8 × 5 = 40 MARKS)

Answer any eight questions:

1. "To become an entrepreneur, you must be determined and ambitious. Motivation is a social or psychological call to action or an innate drive for success – success requires motivation." Elaborate [5]
2. What is an idea? Discuss the sources & process to generate ideas. [2+3]
3. Why is ethics important in entrepreneurial development? Discuss with ethical aspect & social responsibilities of entrepreneurship. [5]
4. Explain the role and importance of entrepreneurship in economic growth. [5]
5. What is venture capital? Briefly indicate its types & sources. [3+2]
6. Discuss the major challenges to small-scale entrepreneurship in developing countries like Nepal. [5]
7. What are entrepreneurial support systems? Briefly discuss. [5]
8. How is a business selected? Briefly discuss the various elements of it. [2+3]
9. Why is social media needed in entrepreneurship? [5]
10. Write short notes: (Any TWO) [2.5+2.5]
 - a. Self-Employment
 - b. Capital Structure
 - c. Innovation

SECTION C: LONG ANSWER QUESTIONS (3 × 10 = 30 MARKS)

Answer any three questions:

11. "Entrepreneurship is neither a science nor an art. It is a practice." -Peter Drucker. Discuss the various principles of entrepreneurship. [5+5]
12. Discuss the importance of environmental analysis in entrepreneurship. Briefly discuss and indicate the various techniques with examples. [4+6]
13. Discuss the various theories of entrepreneurs to get success in detail. [10]
14. What is business plan. Explain the components in detail with an appropriate example. [2+8]
15. "Investing in women is smart economics, and investing in girls, catching them upstream is even smarter economics." Briefly, explain the scope and challenges of women entrepreneurship in Nepalese context.

SECTION D: CASE STUDY (15 MARKS)

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

One inspiring example of successful women entrepreneurship in Nepal is seen in the story of Shubha Kayastha. In 2009, she founded "Pad2Go," a social enterprise that focuses on producing affordable and eco-friendly sanitary pads. Recognizing the dire need for menstrual hygiene products, especially in rural areas where accessibility was a challenge, Shubha embarked on a journey to address this issue. Facing initial skepticism and the societal stigma surrounding menstrual health, Shubha persisted. She collaborated with local women to manufacture reusable cloth pads, providing employment opportunities while promoting sustainable menstruation practices. Through community outreach and awareness programs, she broke down taboos and educated women about menstrual health, simultaneously empowering them.

Pad2Go's impact has been remarkable. Not only has it generated livelihoods for women, but it has also improved menstrual hygiene management in numerous communities. Shubha's dedication earned her recognition and support from various organizations and government initiatives.

Her success story underscores the pivotal role women play in driving social change through entrepreneurship. Shubha Kayastha's Pad2Go not only addresses a critical health issue but also challenges cultural norms and empowers women economically and socially, exemplifying the potential for women-led enterprises to catalyze positive transformations in Nepal and beyond.

Questions:

- a. "Moreover, women entrepreneurship used to begin with some specific social cause." Explain. [5]
- b. How are women empowered for entrepreneurship development? Discuss the importance. [3+2]
- c. Indicate the major challenges to women entrepreneurs & suggest some ideas to overcome. [3+2]

THE END

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Exam Roll No.

Subject: Auditing
Full Marks: 100 Pass Marks: 50

Course Code: MGT 462
Time: 3:00 Hours

SECTION A: MULTIPLE CHOICE QUESTIONS (1 × 15 = 15 MARKS) / (TIME: 15 MINUTES)

Tick the best answers.

1. The primary objective of auditing is to:
 - a. express opinion on financial statement
 - b. detect and report the misstatement
 - c. both of these
 - d. none of these
2. The verification of liabilities may be carried out by employing the following one procedure:
 - a. examination of records
 - b. examination of disclosure
 - c. analytical review procedure
 - d. all of these
3. Non-statistical sampling is also known as:
 - a. attribute sampling
 - b. judgemental sampling
 - c. variable sampling
 - d. all of these
4. Which one of the followings is the type of audit opinion?
 - a. Unqualified opinion
 - b. Adverse opinion
 - c. Disclaimer of opinion
 - d. All of these
5. It is an audit conducted by external auditors during the fiscal year usually as a means of minimizing the work and time involved in concluding the audit after the fiscal year.
 - a. Statutory Audit
 - b. Internal Audit
 - c. Interim Audit
 - d. Tax Audit
6. The liabilities of the educational institution may be in the nature of :
 - a. student deposit
 - b. security deposit
 - c. both of these
 - d. none of these
7. Which one of the followings is in the nature of fraud?
 - a. Self Revealing Error
 - b. Error of Principle
 - c. Intentional Error
 - d. Compensating Error
8. The recording of the transaction from underlying vouchers and preparation of financial statement is the objective of :
 - a. accounting
 - b. auditing
 - c. investigation
 - d. all of these
9. The persons within the entity who are having the responsibilities of accountability & strategic direction of the entity is known as:
 - a. those charged with governance
 - b. management
 - c. auditor
 - d. none of these
10. Which one of the followings is the basic principle governing an audit?
 - a. Integrity
 - b. Confidentiality
 - c. Professional Behaviour
 - d. All of these

11. Cost audits are performed to solve the problem related to:
a. cost variation within entity
b. tax asseesement
c. trade disputes
d. all of these
12. The systematic and professional examination of financial administration and other operations of a public entity is called:
a. cost audit
b. EDP audit
c. government audit
d. none of these
13. The Tools to review the internal control system which consists the series of question prepared by the auditor & to be answered by the audit staff is called:
a. narrative record
b. checklist
c. I.C questionnaire
d. flow chart
14. If capital expenditure is treated as revenue expenditure then which type of error is this?
a. Error of Principle
b. Compensating Error
c. Error of Omission
d. Error of Comission
15. The account supervisory committee of co-operative consists of..... members.
a. one
b. two
c. three
d. four

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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 (8 × 5 = 40 MARKS)

Answer any eight questions:

1. Discuss the basic principle of governing an audit.
2. What are the procedures for obtaining audit evidence?
3. What are the purposes of cost audit?
4. Write down the history of auditing in Nepal
5. Differentiate between auditing and investigation.
6. What are the limitations of internal control? Explain.
7. Explain internal and interim audit
8. Describe non-statistical sampling with its advantages and dis-advantages.
9. How would you carry out the verification of assets under work in progress?
10. Compare and contrast between reserve and provision

SECTION C: LONG ANSWER QUESTIONS (3 × 10 = 30 MARKS)

Answer any three questions:

11. What are the reasons for inherent limitation of internal control system? discuss.
12. Write down the process regarding the audit of NGO.
13. Define auditors report. Describe at least any eight professional code of conducts.
14. Describe the basic principles of government audit. Also explain the role of auditor general in government audit.
15. Describe professional code of ethics in detail.

SECTION D: CASE STUDY (15 MARKS)

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

Reliance limited is a private limited company engaged in the trading business of Surgical items. Reliance limited is a highly reputed trading business organization in surgical sector. Mr. Baburam has been appointed as an Auditor of Reliance limited . After being appointed the management of Reliance limited requested Mr. Baburam to change the term of engagement as the certain receivables could not be confirmed due to pending litigation in the court.

- a. What does the agreement between Mr Baburam and Reliance ltd refer to?
- b. What are the conditions that may arise while the management of Reliance ltd requested for change in original term of engagements?
- c. If you are in the be halt of Mr. Baburam what action would you like to take on such circumstances?
- d. According to the point mentioned above, if Mr. Baburam accepts the gift from the management of Reliance ltd and changes the term of engagement as per the requirement what would be your answer?

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Semester - VI

Exam Roll No.

Subject: Management Information System

Full Marks: 100 Pass Marks: 50

Course Code: MGT 461

Time: 3:00 Hours

SECTION A: MULTIPLE CHOICE QUESTIONS (1 × 15 = 15 MARKS) / (TIME: 15 MINUTES)

Tick the best answers.

1. If you hire a cyber security expert to identify vulnerability in your system; such expert is called:
 - a. black hat hacker
 - b. cracker
 - c. legal team
 - d. white hat hacker
2. Airlines company records and process transactional data in
 - a. website
 - b. TPS
 - c. CBS
 - d. none of the above
3. Service through nagaraik lagani app is an example of:
 - a. nagarik service
 - b. e-business
 - c. e-government
 - d. all of the above
4. The process of regaining access and functionality to its IT infrastructure after events like a business disruption is called:
 - a. disaster overcome
 - b. disaster sustain
 - c. disaster recovery
 - d. disaster resistance
5. Decision making at lower managerial level is
 - a. more structured
 - b. more unstructured
 - c. more semi-structured
 - d. none of above.
6. OLAP stands for:
 - a. Online Analytical Processing
 - b. Online Load and program
 - c. Online Process
 - d. None of the above
7. A set of tasks that are all run with the intention to improve **database** is called
 - a. database planning
 - b. data gathering
 - c. database maintenance
 - d. all of the above
8. Data mining is the process of
 - a. discovering knowledge from the available data
 - b. destroying the data
 - c. gathering data from external parties.
 - d. none of the above.
9. If you get recommendation in Youtube; which subset of AI is
 - a. machine understanding
 - b. youtube ST
 - c. Machine Learning
 - d. None of the above
10. Which one of followings system design emphasizes on the data flow?
 - a. Architectural Design
 - b. Logical Design
 - c. Physical Design
 - d. None of above

11. Data backup type can be
- a. full back up
 - b. differential back up
 - c. incremental back up
 - d. all of the above
12. If a software development and roll out is done version wise; then such development refers to
- a. sequential model
 - b. ad-hoc model
 - c. iterative model
 - d. all of the above
13. If a hacker destroys the website of any organization then it refers to
- a. fund transfer
 - b. financial gain
 - c. reputation gain
 - d. cyber vandalism
14. NTFS is an example of
- a. database system
 - b. file system
 - c. software development
 - d. none of above.
15. Primary key is a
- a. unique key
 - b. duplicate key
 - c. both a and b
 - d. none of above.

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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 (8 × 5 = 40 MARKS)

Answer any eight questions:

1. Explain the various resource of IS.
2. Who is DBA and how is database maintenance done?
3. What is ethical and social issues in information system?
4. Security as well as control has a business value. Do you agree to this statement and why?
5. Explain waterfall model in detail.
6. Differentiate between data warehouse and data mining.
7. What is client/server architecture? Explain the network in terms of geographical location.
8. What are the benefits of using enterprise portal in terms of decision making?
9. What is artificial intelligence and how is it applied in different fields? Explain with examples.
10. Differentiate between OLAP and OLTP.

SECTION C: LONG ANSWER QUESTIONS (3 × 10 = 30 MARKS)

Answer any three questions:

11. Some organizations use MIS more successfully than other organizations. Mention the factors contributing to the success and failure of MIS in an organization.
12. "DSS plays an important role to enhance the overall productivity of business firm". Explain in terms of function and components of DSS.
13. Define any two:
a. ERP
b. SCM
c. AI
14. What is a database management system? Give an example of why an organization will benefit from using a DBMS system over a traditional filing system.
15. If you are hired as a risk manager in any organization; how will you manage risk of that organization? Explain with suitable examples.

SECTION D: CASE STUDY (15 MARKS)

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

A bank is understood as a place where the financial services such as checking/savings and providing credit to the customers are offered. The customers choose a bank mainly on the following three factors:

- i. The ease of doing business.
- ii. The quality of personnel and service.
- iii. The range of the financial services.

The factors outrank the factors such as the location, interest rates, layout, banking hours, etc. The bank has a broad range of customers like individuals, institutions, trusts, business organizations, Government, and local bodies. The banks deal with some transactions, which also vary widely regarding length and complexity. The bank customer, like any other service industry, is interested in getting final results quickly. The unique service in banking mostly means solving the customers' problems in the financial matters, and the single most widely

used measure of quick service is the elapsed time of transaction execution. For example, the time is taken for crediting the amount, withdrawal of cash, the sanction of a loan or credit facility, etc. are the norms of deciding an excellent service. The MIS in banking industry revolves around this aspect. The customer of the bank would like to know the status of the account very fast to make decisions on withdrawals or payments. He is interested in obtaining the loan assistance for his particular need with a reasonable rate of interest. To avoid the inconvenience of going to some places for payment of small amounts, customers need service at the counter to pay electricity bills, telephone bills, taxes and duties to the local bodies and the Government. Hence, the MIS is to be designed to identify, decide and develop a service strategy for offering a distinctive service to the broad range of customers seeking a variety of service demands.

The following points should be taken care of while designing an MIS for a bank:

Customer database

The management of the bank should create a customer database and analyze the needs of the customers from time to time to create suitable service package.

Service to the account holders

The customers (account holders) need constant advice on the status and its operations. Most of the customers use their account for routine payments affecting the balance. Many times the account holds a large amount and it is not transacted for any purpose.

The MIS should give following reports to the management:

- a. The non-moving account
- b. The account was having the balance of more than, say Rs.50,000.
- c. The account was going down below minimum balance.
- d. The regular payments not made.
- e. The routine credits not arrived.
- f. The defaults on loan repayment.
- g. The delays on crediting cheque amounts.
- h. A sudden rise and fall in the account movement.

Based on these reports, the management of the bank should alert or warn the customer to act on his account to correct the situation. The personal and individual account holders need such a service badly as they have to manage their domestic or business activities in a tight money situation. The MIS built around such demands would help not only the bank manager but also the account holder.

Service for business promotions

The bank finances can be utilized in some ways to increase the banking operations by offering credit to the right kind of customers. It is, therefore, necessary to study the trend in the business industry and solicit the customers from the upcoming and growing business sector. The MIS should concentrate on data collection from various sources to analyze and conclude the future corporate strategy. Such information will help the banker to move out to talk to the customer to obtain business for the bank. Such support will also reduce the risk of the account going into the red and bad debt.

Requird

- a. Why is MIS required in banking industry? [5]
- b. As account holders required constant advices, how can MIS give such service to customers? [5]
- c. Will MIS help in business promotion? Explain. [5]

THE END