

Mid-West University  
Examinations Management Office  
Surkhet, Nepal  
End-Semester Examination-2080  
Master of Business Administration (MBA)  
Semester - I

Subject: Foundations of Management  
Full Marks: 100 Pass Marks: 50

R.No.....  
Course Code: MGT 511  
Time: 4:00 Hours

**SECTION A: MULTIPLE CHOICE QUESTIONS (1 × 20 = 20 MARKS)/ (TIME: 20 MINUTES)**

Tick the *best* answers.

1. Management deals with \_\_\_\_\_.
  - a. internal environment
  - b. external environment
  - c. both internal and external environment
  - d. None of the above
2. According to Mary Parker, \_\_\_\_\_ is an art of getting things done through others.
  - a. job
  - b. behavior
  - c. management
  - d. both A & B
3. Management functions include \_\_\_\_\_.
  - a. planning & organizing
  - b. directing
  - c. controlling
  - d. All of the above
4. \_\_\_\_\_ is known as "the father of scientific management."
  - a. Fredrick W. Taylor
  - b. Henry Fayol
  - c. Robert Owen
  - d. None of these
5. Management is \_\_\_\_\_ in order to create a surplus.
  - a. an art
  - b. a science
  - c. both A & B
  - d. None of these
6. Management skills apply to managers at \_\_\_\_\_.
  - a. middle levels in an organization
  - b. top levels in an organization
  - c. executive levels in an organization
  - d. all levels in an organization
7. \_\_\_\_\_ is the basic reason for its existence.
  - a. The organizational vision
  - b. The organizational mission
  - c. The organizational objectives
  - d. The organizations CEO
8. \_\_\_\_\_ is about deciding in advance what should be done.
  - a. organizing
  - b. directing
  - c. planning
  - d. controlling
9. \_\_\_\_\_ is about grouping of jobs.
  - a. organizing
  - b. directing
  - c. planning
  - d. controlling
10. Managerial skills involve \_\_\_\_\_.
  - a. technical skills
  - b. human skills
  - c. conceptual skills
  - d. all of the above
11. MOST stands for \_\_\_\_\_.
  - a. Machinery, Office, Staff and Technology
  - b. Mission, Objectives, Strategies and Tactics
  - c. Maximum Output Strategy Tools
  - d. Manager, Operator, Seller and Trader

12. \_\_\_\_\_ basically formulate the MOST.
- a. Governments
  - b. Managers
  - c. Workers
  - d. Trademark registrars
13. Management \_\_\_\_\_ in order to achieve the goals.
- a. registers trademark
  - b. develops tactics
  - c. formulates strategies
  - d. outsources operations
14. Functional managers are responsible \_\_\_\_\_.
- a. for a single area of activity
  - b. for the upper level of management and staff
  - c. for complex organizational subunits
  - d. for obtaining copyrights and patents for newly developed processes and equipment
15. Policies are, sometimes, defined as a(n) \_\_\_\_\_.
- a. shortcut for thinking
  - b. action plan
  - c. substitute for strategy
  - d. substitute for management authority
16. The problem-solving process begins with \_\_\_\_\_.
- a. clarification of the situation
  - b. establishment of alternatives
  - c. identification of the difficulty
  - d. isolation of the cause
17. Core ideology concept consists of \_\_\_\_\_.
- a. corporate strategy and business strategy
  - b. purpose, principles and proactivity
  - c. inputs and outputs
  - d. environmental analysis and internal analysis
18. Which one is NOT an informational role of manager?
- a. Monitor's role
  - b. Disturbance's handler role
  - c. Disseminator's role
  - d. Spokesman's role
19. \_\_\_\_\_ represents the lower level management covering execution and implementation functions.
- a. Administrative Management
  - b. Operative management
  - c. Co-operative management
  - d. All of the above
20. \_\_\_\_\_ is the important interpersonal role of manager.
- a. Leader role
  - b. Liaison role
  - c. Figurehead role
  - d. All of the above

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**SECTION B: SHORT ANSWER QUESTIONS (5X6 = 30 MARKS)**

Answer any **FIVE** questions:

1. The CEOs of many leading companies in the world are non-MBAs. How do you relate this case with the proposition that management is an art rather than science? [6]
2. As a manager what different ways do you adopt to make decisions? Describe briefly. [6]
3. Identify the impact of cases of sexual harassment in an organization. How can you mitigate such problem? [6]
4. Give a brief account of emotional intelligence highlighting its importance for a manager. [6]
5. How do you initiate change management process based on the model given by Kurt Lewin? [6]
6. What are the various steps you expect during the process of group formation? Point out the important characteristics of each of them. [6]
7. List and discuss any three management skills? [6]

**SECTION C: LONG ANSWER QUESTIONS (2X15 = 30 MARKS)**

Answer any **TWO** questions:

8. Discuss the characteristics and importance of organizational culture with suitable examples representing positive and negative impacts of organizational culture. [15]
9. Mention the various factors affecting organizational strategies. Explain how organizational structures affect organizational strategy thereby stating and justifying the suitable strategies under various structural forms. [15]
10. The concept of social responsibility is getting greater importance in modern management particularly in connection with business ethics and sustainability. In this background, discuss the current issues in social responsibility, ethical and ecological sustainability. [15]

**SECTION D: CASE STUDY (20 MARKS)**

11. Read the **Case** given below and answer the following questions:

**Leading and Managing at Oz Resort**

Oz Resort is part of a chain of resorts owned and managed by Holiday Australia Ltd. Oz Resort, located in Townsville, North Queensland, has an annual turnover of \$A45.2 million. It is a large resort by Australian standards, boasting 500 rooms and recreational facilities including: an 18-hole golf course, children's activity programs, water sports (e.g. scuba diving, parasailing, water-skiing, jet-skiing), horse-riding, tennis, bush-walking, several restaurants and a night-club. Oz Resort won an industry award five years ago for quality of service. On the wall of the Resort lobby is a large plaque with the inscription "People are the Key to Success."

Oz Resort has 260 employees, of whom 40 are permanent and 220 are temporary. Most of the temporary staffs are university students recruited through personal recommendations. No formal skills or qualifications are required, as staff receive firm-specific training to enable them to develop career paths. Some staff accommodation is provided in dormitory huts next to the amenities block. Employees are provided with uniforms (pink bicycle shorts and t-shirt).

In July 2000, there was a change of management at Oz Resort due to the previous manager being promoted to be HR Director of Holiday Australia Ltd. The new Resort Manager, Geraldine Griffin, was recruited from a competitor resort where she had created record profitability. By October 2001, Ms Griffin introduced a number of changes that had worked well in her last position. The changes were introduced without consulting staff. To cut costs, staff are now required to pay for their uniforms and to pay for the use of any of the sporting facilities offered by the Resort. At the same

time, working hours per month have been increased with no accompanying pay increase. Employees are also required to work harder due to a new policy of not replacing staff who leave the resort. There has been some resistance from staff to these changes and staff turnover has increased to 30 percent per year.

In the July 2002 meeting of the department managers, several complaints from employees were reported to Geraldine. First, the training promised at selection was not provided, so opportunities for promotion were non-existent. Second, employees were disgruntled as they were not paid for working overtime, despite understaffing, especially on weekends. Third, staff complained that, as the huts were designed for temporary accommodation, they were too hot and uncomfortable. Fourth, staffs were refusing to wear the uniforms as they now were required to pay for them. Geraldine was not prepared to listen. She insisted that she had a responsibility to cut costs and to make the resort more profitable. Geraldine said that the employees would get used to the changes.

In the most recent customer survey conducted in September 2002, customer satisfaction appears to be declining. The customer survey indicated a number of problem areas at Oz Resort. For example, 52 percent of customers rated service as 'poor,' while 40 percent said they would "never return to Oz Resort." Specific complaints included: "Staff were too interested in having a good time themselves to look after us;" "Staff did not know what they were doing. They seemed totally inexperienced;" and "Every staff member I saw seemed to have a bad attitude." Recent figures show that profitability has dropped by 20 percent. Geraldine knows she has to act.

**Questions**

- a. Discuss Geraldine's effectiveness by comparing it with various leadership theories. [10]
- b. Discuss the various ways of motivating employees in Oz Resort in reference to motivation theories. [10]

**THE END**

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**SECTION A: MULTIPLE CHOICE QUESTIONS (1 × 20 = 20 MARKS) / (TIME: 20 MINUTES)**

Tick the *best* answers.

- The ability to analyze and evaluate information objectively is called:
  - confirmation bias
  - critical thinking
  - emotional intelligence
  - intuition
- Which one of the followings is NOT a step in the critical thinking process?
  - Identifying assumptions
  - Evaluating evidence
  - Drawing conclusions without evidence
  - Recognizing biases
- When faced with a problem, what is the first step in critical thinking?
  - Generating possible solutions
  - Identifying the problem
  - Evaluating the solutions
  - Implementing the best solution
- Which one of the followings is an example of a problem-solving strategy?
  - Trial and error
  - Following instructions
  - Memorization
  - Active Listening
- Which one logical fallacy is committed in the following statement? "Either you're with us, or you're against us."
  - Ad Hominem
  - False Dichotomy
  - Hasty Generalization
  - Appeal to Authority
- Which one of the followings is a crucial step in the problem-solving process?
  - Assigning blame to someone for the problem
  - Following the exact same approach for every problem
  - Gathering relevant information and data
  - Avoiding collaboration and working alone
- Which one of the followings is an example of a cognitive bias?
  - Inductive thinking
  - Availability heuristic
  - Deductive reasoning
  - Convergent thinking
- Which one of the followings is an effective strategy for improving critical thinking skills?
  - Relying solely on intuition
  - Avoiding diverse perspectives
  - Questioning assumptions
  - Accepting information without verification
- What does it mean to think critically?
  - Evaluating information objectively and logically
  - Solving problems without any evidence
  - Making quick decisions without analysis
  - Following the opinions of others blindly
- Which one of the followings best describes the rational decision-making process?
  - Making decisions based on emotions and intuition
  - Selecting the first alternative that comes to mind
  - Considering all available alternatives and their consequences before making a decision
  - Relying on past experiences and habits to make decisions

11. Fallacies can be psychologically persuasive even though they are...
- a. psychologically impotent
  - b. logically flawed
  - c. deductively valid
  - d. inductively valid
12. Bounded rationality suggests that decision-makers:
- a. consider all possible outcomes and probabilities when making decisions.
  - b. are influenced by emotions and biases in their decision-making.
  - c. always choose the option that maximizes their financial gain.
  - d. rely solely on mathematical models to make decisions.
13. Bounded rationality refers to the idea that a decision-maker...
- a. makes perfectly rational choices based on all available information.
  - b. relies solely on intuition and gut feelings to make decisions.
  - c. is limited by cognitive constraints and make decisions based on limited information.
  - d. always seeks to maximize their self-interest.
14. You read an article that argues against the existence of climate change. What's the most appropriate next step to critically assess the information?
- a. Share the article on social media to gather opinions from others.
  - b. Research the author's credentials and check for potential biases.
  - c. Dismiss the article as misinformation without further investigation.
  - d. Accept the article's claims since it aligns with your pre-existing belief
15. Which one of the following statements represents a logical fallacy?
- a. All cats have fur, and Fluffy is a cat, so Fluffy has fur.
  - b. All swans are white, and the bird in the pond is white, so it must be a swan.
  - c. If Tom studies hard, he will pass the exam. Tom passed the exam, so he must have studied hard.
  - d. If it's raining, then the ground is wet. The ground is wet, so it must be raining.
16. The process of gathering information, identifying alternatives, and choosing the best one is known as:
- a. problem-solving
  - b. groupthink
  - c. decision Matrix
  - d. decision-making
17. A decision tree is a graphical representation of:
- a. different decision-making models
  - b. various decision-making biases
  - c. the steps involved in the decision-making process
  - d. the consequences of different decisions and their probabilities
18. Which lateral thinking technique involves making random associations between unrelated objects or ideas?
- a. SCAMPER
  - b. SWOT analysis
  - c. Random Word Technique
  - d. Mind Mapping
19. Which one creative technique involves coming up with as many ideas as possible without judgment or criticism?
- a. Mind mapping
  - b. Divergent thinking
  - c. Convergent thinking
  - d. Lateral thinking
20. Which one of the following decision-making biases occurs when an individual relies too heavily on the first piece of information encountered when making decisions?
- a. Anchoring bias
  - b. Confirmation bias
  - c. Availability heuristic
  - d. Sunk cost fallacy

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**SECTION B: SHORT ANSWER QUESTIONS (5X6 = 30 MARKS)**

Answer any **FIVE** questions:

1. Suppose that you have to make a decision on the purchase of a new car, and you have three options at your disposal. Develop a decision matrix that evaluates and compares different options based on a set of criteria and justifies your decision to prefer one option over others. [6]
2. Describe the fallacy of the hasty generalization with reference to social media content and explain why drawing conclusions based on what we can see from what individuals or institutions choose to post on social media is inadequate, insufficient, and irrelevant. [6]
3. Differentiate between divergent and convergent thinking with relevant analysis and evaluation. [6]
4. The project you are involved in as a supervisor has a missed deadline. Explore and examine the root cause of this problem using the 5 WHYs technique, and also provide countermeasures you can take to overcome this problem for another project assignment. [3+3]
5. Differentiate between Fuzzy and classical (Boolean) logic and illustrate numerous applications of fuzzy logic in the various fields due to its ability to handle uncertainty and imprecision. [6]
6. Discuss the key components of game theory with reference to players, strategies, actions and decisions. [6]
7. Apply reverse thinking to generate new ideas, challenge assumptions, and provide alternative perspectives on the problem of high obesity rates in a population by reversing the causal (cause and effect) relationship between lack of exercise and obesity. [6]

**SECTION C: LONG ANSWER QUESTIONS (2X15 = 30 MARKS)**

Answer any **TWO** questions:

8. Discuss the difference between rational decision making and bounded rationality and explain differences in decision-making under the conditions of certainty, risk, and uncertainty. [6+9]
9. Critical thinking involves a set of skills that help managers evaluate information, identify biases and assumptions, and draw conclusions based on evidence and effectively solve problems. Describe essential critical thinking skills and illustrate the application of these skills in business and management with relevant examples. [7+8]
10. Describe the steps involved in the problem-solving process, demonstrating the importance of each step, and explicate different problem-solving strategies and techniques essential for effective decision-making. [15]

**SECTION D: CASE STUDY (20 MARKS)**

11. Read the **Case** given below and answer the following questions:

Uber is a ride-sharing platform that connects riders with drivers through a mobile app. It revolutionized the transportation industry by introducing a more convenient and efficient way for people to book and pay for rides. However, it is important to note that Uber did not create a fundamentally new technology or business model. Instead, it leveraged existing technologies like smart phones, GPS, and online payment systems to streamline the process of hailing a ride.

While Uber has certainly caused significant disruption and faced regulatory challenges in many cities, it has utilized existing technologies in a novel way to disrupt the traditional taxi industry and transform the way people think about transportation. Uber developed a mobile

app that allowed users to easily request rides, track their drivers, and make cashless payments. This technology-driven platform provided a seamless and convenient user experience, which was a significant departure from the traditional method of hailing taxis on the street or calling a dispatcher. Uber also introduced upfront pricing, eliminating the uncertainty of traditional taxis, where fares can vary based on factors like traffic and route. Passengers can see the estimated fare before booking a ride, providing transparency and reducing surprises. Additionally, Uber's cashless payment system made transactions seamless and convenient.

Another example of disruptive innovation is Netflix. Before Netflix, the video rental market was dominated by brick-and-mortar stores like Blockbuster, where customers had to physically go to the store to rent movies on DVD or VHS tapes. Netflix introduced a disruptive business model by offering a DVD rental-by-mail service. However, Netflix's true disruptive innovation came with the introduction of its streaming service. By leveraging advances in internet technology, Netflix enabled users to stream movies and TV shows directly to their computers, TVs, and mobile devices. Netflix's streaming service was not only convenient but also offered a more affordable alternative to traditional cable or satellite TV subscriptions. It gave consumers the freedom to choose what they wanted to watch and when they wanted to watch it without being tied to scheduled programming or lengthy contracts. The success of Netflix's streaming service led to a shift in the entertainment industry, with other companies, such as Amazon Prime Video and Hulu, following suit. Netflix's disruptive innovation didn't stop at streaming. The company also revolutionized content creation by producing original programming, such as "House of Cards" and "Stranger Things," which garnered critical acclaim and attracted a large subscriber base.

#### **Question**

- a. Analyze how Uber has disrupted the traditional taxi industry through the use of technology and a new business model. [4]
- b. Discuss Netflix as a prime example of disruptive thinking and innovation. [4]
- c. Tesla disrupted the automotive industry by popularizing electric vehicles (EVs) and developing innovative technologies for sustainable transportation. Do you think that the success of Tesla will push existing automakers towards more investment in electric vehicle development, or will they simply continue focusing on making natural gas vehicles sustainable and eco-friendly? [6]
- d. From your own contextual market experiences, encounters, and business examples, describe the different disruptive innovations that have transformed the way you shop, eat, read, interact, communicate, and financially transact with other people. [6]

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**SECTION A: MULTIPLE CHOICE QUESTIONS (1 × 20 = 20 MARKS)/ (TIME: 20 MINUTES)**

*Tick the best answers.*

1. Homophones are the words which....
  - a. mean the same
  - b. mean the different
  - c. sound the same
  - d. sound the different
2. Appreciative listening is listening for
  - a. understanding message
  - b. following direction
  - c. having a fun
  - d. evaluating the message
3. Frowned face indicates ...
  - a. joy
  - b. doubt
  - c. anger
  - d. happiness
4. Glossophobia is ...
  - a. fear to speak
  - b. fear to write
  - c. fear to drive
  - d. fear to swim
5. Probing is related to...
  - a. building presentation topic
  - b. preparing report
  - c. attending interview
  - d. writing resume
6. If a receiver can't develop right understanding because s/he has a problem in hearing because of defective eardrum; that is....
  - a. physical barrier
  - b. semantic barrier
  - c. environmental barrier
  - d. legal barrier
7. In which presentation method, there is less chance of eye contact?
  - a. Extempore
  - b. Impromptu
  - c. Reading
  - d. Memorization
8. Which presentation has less time for preparation?
  - a. Extempore
  - b. Impromptu
  - c. Reading
  - d. Memorization
9. The barrier in communication that takes place because of homophonic nature of word is known as...
  - a. organizational barrier
  - b. technical barrier
  - c. semantic barrier
  - d. psychological barrier
10. Your view point in writing is ...
  - a. meaning receiver
  - b. demeaning receiver
  - c. both
  - d. none
11. The most traditional method of interview is...
  - a. single Interview
  - b. case-based interview
  - c. group interview
  - d. panel interview

12. Etiquette means...
- a. admissible behavior
  - b. code of conducts
  - c. expected manner
  - d. all of the above
13. Pitch means...
- a. volume of sound
  - b. speed of sound
  - c. repetition of sound
  - d. fluctuation on sound
14. Hearer's club can be used to promote...
- a. listening skills
  - b. public speaking/presentation skills
  - c. meeting skills
  - d. interview skills
15. The statement of objective, in resume, explains...
- a. post we apply
  - b. description of our imagined professional growth in future
  - c. past experience
  - d. qualification
16. Adaptation means....
- a. writing using difficult words
  - b. reading in high volume
  - c. writing using clear and matching words
  - d. reading in weak voice
17. Which one of the following responses on the telephone shows absence remarking?
- a. He will be shortly in office.
  - b. He is dealing a customer now.
  - c. He will shortly be calling you back.
  - d. He is not in office now.
18. The referencing style known as MLA, is developed from
- a. Modern Literary Association
  - b. Modern Language Association
  - c. Modern Literature Association
  - d. Modern Linguistic Association
19. In cross cultural communication, it is better to ...
- a. hold no idea about cultural differences
  - b. belittle their religion
  - c. ground down nonverbal communication
  - d. manage translator
20. Defining objective of writing report is the ...step of writing report.
- a. 1<sup>st</sup>
  - b. 2<sup>nd</sup>
  - c. 3<sup>rd</sup>
  - d. 4<sup>th</sup>

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  - c. Memorization
  - d. Active Listening
5. Which one logical fallacy is committed in the following statement? "Either you're with us, or you're against us."
  - a. Ad Hominem
  - b. False Dichotomy
  - c. Hasty Generalization
  - d. Appeal to Authority
6. Which one of the followings is a crucial step in the problem-solving process?
  - a. Assigning blame to someone for the problem
  - b. Following the exact same approach for every problem
  - c. Gathering relevant information and data
  - d. Avoiding collaboration and working alone
7. Which one of the followings is an example of a cognitive bias?
  - a. Inductive thinking
  - b. Availability heuristic
  - c. Deductive reasoning
  - d. Convergent thinking
8. Which one of the followings is an effective strategy for improving critical thinking skills?
  - a. Relying solely on intuition
  - b. Avoiding diverse perspectives
  - c. Questioning assumptions
  - d. Accepting information without verification
9. What does it mean to think critically?
  - a. Evaluating information objectively and logically
  - b. Solving problems without any evidence
  - c. Making quick decisions without analysis
  - d. Following the opinions of others blindly
10. Which one of the followings best describes the rational decision-making process?
  - a. Making decisions based on emotions and intuition
  - b. Selecting the first alternative that comes to mind
  - c. Considering all available alternatives and their consequences before making a decision
  - d. Relying on past experiences and habits to make decisions

11. Fallacies can be psychologically persuasive even though they are...
  - a. psychologically impotent
  - b. logically flawed
  - c. deductively valid
  - d. inductively valid
12. Bounded rationality suggests that decision-makers:
  - a. consider all possible outcomes and probabilities when making decisions.
  - b. are influenced by emotions and biases in their decision-making.
  - c. always choose the option that maximizes their financial gain.
  - d. rely solely on mathematical models to make decisions.
13. Bounded rationality refers to the idea that a decision-maker...
  - a. makes perfectly rational choices based on all available information.
  - b. relies solely on intuition and gut feelings to make decisions.
  - c. is limited by cognitive constraints and make decisions based on limited information.
  - d. always seeks to maximize their self-interest.
14. You read an article that argues against the existence of climate change. What's the most appropriate next step to critically assess the information?
  - a. Share the article on social media to gather opinions from others.
  - b. Research the author's credentials and check for potential biases.
  - c. Dismiss the article as misinformation without further investigation.
  - d. Accept the article's claims since it aligns with your pre-existing belief
15. Which one of the following statements represents a logical fallacy?
  - a. All cats have fur, and Fluffy is a cat, so Fluffy has fur.
  - b. All swans are white, and the bird in the pond is white, so it must be a swan.
  - c. If Tom studies hard, he will pass the exam. Tom passed the exam, so he must have studied hard.
  - d. If it's raining, then the ground is wet. The ground is wet, so it must be raining.
16. The process of gathering information, identifying alternatives, and choosing the best one is known as:
  - a. problem-solving
  - b. groupthink
  - c. decision Matrix
  - d. decision-making
17. A decision tree is a graphical representation of:
  - a. different decision-making models
  - b. various decision-making biases
  - c. the steps involved in the decision-making process
  - d. the consequences of different decisions and their probabilities
18. Which lateral thinking technique involves making random associations between unrelated objects or ideas?
  - a. SCAMPER
  - b. SWOT analysis
  - c. Random Word Technique
  - d. Mind Mapping
19. Which one creative technique involves coming up with as many ideas as possible without judgment or criticism?
  - a. Mind mapping
  - b. Divergent thinking
  - c. Convergent thinking
  - d. Lateral thinking
20. Which one of the following decision-making biases occurs when an individual relies too heavily on the first piece of information encountered when making decisions?
  - a. Anchoring bias
  - b. Confirmation bias
  - c. Availability heuristic
  - d. Sunk cost fallacy

Mid-West University  
**Examinations Management Office**  
Surkhet, Nepal  
End-Semester Examination-2080  
Master of Business Administration (MBA)  
Semester - I

Subject: Communication for Managers

Course Code: MGT 513

Full Marks: 100 Pass Marks: 50

Time: 4:00 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 (5X6 = 30 MARKS)**

Answer any **FIVE** questions:

1. How can someone develop better title for presentation? Present key ideas. [6]
2. Noticing that your office telephone is heavily loaded with personal calls from employees, write an email to all requesting them to use the office phone only for official dealings. [6]
3. Highlight the importance of Podcasts and Vlog to upgrade the communication efficiency in office life. [6]
4. Suggest some tips for mastering job interview. [6]
5. What sections should a convincing resume hold and why? [3+3]
6. Discuss the components or types of non-verbal communication. [6]
7. List the 8 step case analysis process. [6]

**SECTION C: LONG ANSWER QUESTIONS (2X15 = 30 MARKS)**

Answer any **TWO** questions:

8. Despite having a lot of theoretical understating and university discussion on being the best professional and following professional etiquettes, still humans are subjective individuals thus sometimes get swept away with emotion, anger, frustration, jealousy and so on. Having imbalance of emotion over intelligence though not necessarily ruins but often hinders professional success. Such obviously unwanted but fairly not easily controllable personal traits of employees sometimes take institutions as well at the problem. Thus, many institutions these days are looking for people who could best work to manage emotion and intelligence in balanced way and even can well transmit the nature in rest of members too. Few of huge companies have begun to set up 'Emotion and Intelligence Management Department' as well. Apropos to the situation, a vacancy for 'Emotion & Intelligence Manager' at Nepal Best Deal Private Limited, the company owned and led by Miss Anima Maharjan, is announced; and it is prone of paying high salary and fairly competitive advantages. Assuming your-self as right person, prepare a sample of application and resume to be forwarded for the position. [5+10]
9. Communication plays an important role in professional life. Most of the skills that any professional needs to demonstrate are reflected through the craft on communication skill. Among many layers and phases of regular professional communications, most of official and recorded communications even take place into written mode. And report is one of frequently produced communicative mechanisms in different purposes and fields.  
What are various types of reports? How will long reports differ from the short one? [15]
10. How will language and technology be barrier to communication process? Elaborate them along with ways to overcome the barriers. [8+7]

**SECTION D: CASE STUDY (20 MARKS)**

11. Read the **Case** given below and answer the following questions:

Apropos to the significant wake of digital era and virtual world, a great deal of change has taken place in daily administration and execution systems of all the offices. Various changes to adapt the situation have been ensured at your institution as well.

One of immediate transforms in light of crisis was the work from home system, which is proven both positive and negative in multiple respects. Caring the work-team management, space management and cost effectiveness- caused due to requirement of only smaller area to be leased for office-, your

office too thought in prolonging the practice of work from home to senior five managers in condition of having intermittent reporting to the office as and when required.

To facilitate them for work, office has opted to give one hi-tech laptop to each of them. For the purpose, responding your request, the regular supplier has forwarded quotation of five types of laptops i.e. Dell, HP, Lenovo, Acer, and Asus respectively. As the IT manager, now, it falls on your duty to recommend the boss to buy the most suitable laptop type.

**Questions**

Assuming that all the quotations are carefully read and reviewed, prepare a sample copy of report to recommend the best brand that you feel to buy.

[20]

**THE END**



Mid-West University  
**Examinations Management Office**  
Surkhet, Nepal  
End-Semester Examination-2080  
Master of Business Administration (MBA)  
Semester - I

R.No.....

Subject: Financial and Management Accounting  
Full Marks: 100 Pass Marks: 50

Course Code: MGT 514  
Time: 4:00 Hours

**SECTION A: MULTIPLE CHOICE QUESTIONS (1 × 20 = 20 MARKS)/ (TIME: 20 MINUTES)**

*Tick the best answers.*

1. Which one is not the characteristic of variable cost?
  - a. Per unit cost is variable.
  - b. Total cost is variable.
  - c. Direct relation between production unit and total cost
  - d. Per unit cost is fixed.
2. Identify false statement.
  - a. Financial accounting provides accounting information to internal users.
  - b. Financial accounting provides accounting information to external users.
  - c. Financial accounting provides quantitative information.
  - d. Financial accounting provides qualitative information.
3. Which is not the assumption of cost volume profit analysis?
  - a. Sales unit is equal to production unit
  - b. Selling price per unit is not constant.
  - c. Fixed cost is constant up to certain level of activity.
  - d. Variable cost per unit is constant.
4. Identify the false statement.
  - a. Management account depends on financial account.
  - b. Financial account depends on management account.
  - c. Management account depends cost account.
  - d. Cost account depends on financial account.
5. Break-even point is ..... unit in given condition.  
Selling price per unit = Rs. 20, Fixed cost = Rs. 80,000, and Variable cos per unit = Rs. 16
  - a. 16,000
  - b. 20,000
  - c. 25,000
  - d. 15,000
6. Total cost per unit is Rs. 10 based on 20,000 unit. Fixed cost is Rs. 100,000 and it is constant up to 20,000 unit. Variable cost per unit is ....
  - a. Rs. 4
  - b. Rs. 5
  - c. Rs. 10
  - d. Rs. 8
7. Which is not the limitation of management accounting?
  - a. Management account require diversified knowledge.
  - b. Management account depends on financial account.
  - c. Management account is not free from personal bias.
  - d. Management account provides qualitative information.

8. Financial transactions are recorded according to view point of business. This is .....  
concept of accounting.
- a. business entity  
b. going concern  
c. money measurement  
d. cost
9. According to accounting principles .....
- a. all assets, losses, and expenses are debited.  
b. all income and gains are credited.  
c. all liabilities and capital are credited.  
d. all of the above.
10. Function of ledger is .....
- a. record keeping of financial transactions.  
b. classification of financial transactions.  
c. summarizing of financial transactions.  
d. none of the above.
11. Out of given, which one is the incorrect statement?
- a. Fixed cost is uncontrolled cost.  
b. Variable cost is controlled cost.  
c. All avoidable costs are relevant cost.  
d. All relevant costs are avoidable cost.
12. Identify financial transactions.
- a. Hari is appointed as a store-keeper and monthly salary is Rs. 40,000.  
b. Order transfer for purchasing goods Rs. 100,000.  
c. Vehicle hired monthly rental of Rs. 200,000.  
d. Goods sold on credit Rs. 100,000.
13. Sales revenue and cost of merchandise is Rs. 1,000,000 and Rs. 600,000 respectively.  
Gross profit margin is ....
- a. 60 %  
b. 40 %  
c. 20 %  
d. 30 %
14. Labor cost is increased due to increase in production unit. This is .....
- a. relevant cost  
b. irrelevant cost  
c. unavoidable cost  
d. none of the above
15. Wages paid to Ram Rs. 50,000 for installation of machine. .... account is debited
- a. ram  
b. wages  
c. cash  
d. machine
16. Balance sheet as on...

Liabilities	1 <sup>st</sup> year	2 <sup>nd</sup> Year	Assets	1 <sup>st</sup> Year	2 <sup>nd</sup> year
Accumulated depreciation on machine	Rs. 100,000	Rs. 200,000	Machine	Rs.800,000	Rs.1,000,000

Additional information: Gross value of machine Rs. 100,000 which accumulated depreciation was Rs. 40,000 sold on Rs. 50,000.

Purchase value of machine during the second year was .....

- a. Rs. 200,000  
b. Rs. 300,000  
c. Rs. 100,000  
d. Rs. 400,000

17. Maximum available sugar per day = 5 kg  
One cup coffee consumes 10 gm sugar and one cup tea consumes 5 gm sugar. Contribution margin per cup tea and coffee is Rs. 10 and Rs. 15 respectively. There is no the sales problem of tea and coffee as well as there is no sales mix constraint. Maximum contribution is .....
- a. Rs. 10,000
  - b. Rs. 7,500
  - c. Rs. 8,750
  - d. Rs. 9,000
18. Sales revenue, margin of safety ratio, and profit volume ratio is Rs. 1,000,000, 40 % and 30 % respectively the profit is .....
- a. Rs. 400,000
  - b. Rs 120,000
  - c. Rs. 200,000
  - d. Rs. 100,000
19. A method of budgeting in which all expenses must be justified for each new period is known as .....
- a. zero-based budgeting
  - b. static budget
  - c. flexible budget
  - d. functional budget
20. A company's short-term financial obligations that are due within one year or within a normal operating cycle is .....
- a. long term liabilities
  - b. current liabilities
  - c. capital
  - d. retained earning

Mid-West University  
**Examinations Management Office**  
 Surkhet, Nepal  
 End-Semester Examination-2080  
 Master of Business Administration (MBA)  
 Semester - I

Subject: Financial and Management Accounting  
 Full Marks: 100 Pass Marks: 50

Course Code: MGT 514  
 Time: 4:00 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 (5X6 = 30 MARKS)**

Answer any **FIVE** questions:

1. Describe relevant and irrelevant cost with suitable examples. [3 + 3]
2. Who are the users of ratio analysis? Describe its limitations. [2 + 4]
3. What is financial account? Describe its limitations. [2 + 4]
4. Based on following information prepare journal entries.
  - a. Business started with cash Rs. 1,000,000 [1]
  - b. Machine purchased on Rs. 200,000, transportation charge and installation charge paid Rs. 10,000 and Rs. 15,000 respectively. [1]
  - c. Prepaid wages and wages Rs. 60,000 and Rs. 20,000 respectively paid. [1]
  - d. Paid salary and unpaid salary were Rs. 30,000 and Rs. 20,000 respectively [1]
  - e. Goods purchased on cash and credit Rs. 60,000 and Rs. 40,000 respectively. [1]
  - f. Depreciation charged on machine Rs. 10,000. [1]
5. XYZ Manufacturing Organization is provided following data.

Product	X	Y	Total
Sales/Production units	20,000	30,000	50,000
SPPU	Rs. 50	Rs. 40	
VCPU	Rs. 20	Rs. 25	
Department fixed cost	Rs. 200,000	Rs. 150,000	Rs. 350,000
Joint fixed cost			Rs. 175,000

Required:

- a. Overall, BEP in unit [3]
- b. Sales in unit for desire profit before tax is Rs. 105,000 [2]
6. Objective function, Profit Maximize (P) = Rs. 35X + Rs. 20Y  
 Subject to constraint,  
 $X + Y \leq 100$  ..... i  
 $2X + 3Y \leq 240$  .....ii  
 Where, X and Y  $\geq 0$   
 Required: Determine product mix plan through graphic method for maximising total profit.[6]
7. Write short notes any two [3+3]
  - a. Zero based budgeting
  - b. Business entity concept
  - c. margin of safty

**SECTION C: LONG ANSWER QUESTIONS (2X15 = 30 MARKS)**

Answer any **TWO** questions:

8. Management accounting is a tool for corporate planning and control but management can not be a substitute of financial accounting. Give your opinion on the basis of importance of financial accounting ,and contemporary issues on management accounting . [7 + 8]
9. The following information is provided by XYZ Companies.

Particulars	Amount (Rs.)
Operating profit after depreciation of Rs. 50,000 and interest on debenture Rs. 12,000	150,000
Less: Provision for taxes	30,000
Add: Profit on sale of fixed assets (Book value is Rs. 80,000)	20,000
Less: Provision for dividend	30,000
Retained earning	110,000

Other assets and liabilities	20X1 (Rs.)	20X2 (Rs.)
Fixed assets less depreciation	580,000	550,000
Investment (Long term)	50,000	250,000
Inventories	40,000	60,000
Account receivable	80,000	50,000
Accounts payable	60,000	90,000
Cash at bank	30,000	60,000
Provision for taxes	40,000	30,000
Provision for dividend	20,000	30,000
12% debenture	100,000	50,000
Share capital	200,000	300,000

**Required:**

- Cash available from operating activities [4]
- Cash available from investing activities [3]
- Cash available from financing activities [3]
- Net changes in cash and equivalent to cash [1]
- Interpret the result [4]

10. Trial balance of ABC Organization is given below.

S.N.	Head of Account	L.F.	Debit (Rs.)	Credit (Rs.)
1.	Furniture		22,000	
2.	Opening stock		2,200	
3.	Debtors		13,200	
4.	Cash in hand		19,800	
5.	Prepaid insurance		6,600	
6.	Creditors			8,800
7.	Unearned commission			3,300
8.	Capital			49,500
9.	Purchase		6,600	
10.	Sales			19,800
11.	Salaries		2,200	
12.	Electricity expenses		5,500	
12.	Telephone charges		1,100	
13.	Rent expenses		2,200	
Total	Total		81,400	81,400

**Additional information:**

- Prepaid insurance expired Rs. 200
- Depreciation charged on furniture Rs. 2,000
- Closing stock was Rs. 4,200
- Outstanding salary was Rs. 300
- Commission of Rs. 450 was earned out of unearned commission.

**Required:**

Adjustment entries, adjusted trial balance, income statement, and balance sheet [5 + 6 + 2 + 2]

**SECTION D: CASE STUDY (20 MARKS)**

11. ABC Manufacturing organization has presented following data of 2080 is given below.

Particulars/Month	Ashwin	Kartik	Marga	Poush	Magh
Sales in unit '000'	20	30	35	30	40

Budgeted Balance sheet  
At the end of Bhadra, 2080

Liabilities	Amount (Rs.)	Assets	Amount (Rs.)
Creditors	300,000	Cash	20,000
Retained earning	420,000	Debtors	400,000
Share capital	1,000,000	Inventory Raw material (6,000 kg @ Rs. 60) Rs. 360,000	
		Finished goods (20,000 unit @ Rs. 26) Rs. 520,000	
			880,000
		Fixed assets	420,000
	1,720,000		1,720,000

One unit finished goods consumption rate of material and labour time is 0.2 kg and 0.1 direct labour hour (DLH) respectively. Material purchase price per kg and wages rate per DLH is Rs. 60 and Rs. 100 respectively. Organization will maintain ending inventory of finished goods and raw material is sufficient of next month sales and production need respectively. Selling price per unit of finished goods is Rs. 50.

Variable factory overhead per unit and variable selling expenses per unit is Rs. 4 and Rs. 6 respectively. Fixed factory overhead per month and fixed selling expenses per month is Rs. 100,000 and Rs. 50,000 respectively. Depreciation charge Rs. 20,000 is included in fixed factory overhead.

Twenty percent of sales will be on cash. Out of credit sales, 50 % will be collected in same month, and remaining will be collected in next month. All purchased will be on credit and it will pay next month. Other operating expenses will pay on same month. Organization will purchase fixed assets on begging of the Ashwin on Rs. 300,000. Organization will maintain minimum cash balance Rs. 20,000. Under the circumstances of cash balance less than Rs. 20,000, organization can borrow short term loan from Nepal Bank Limited. Interest rate on short term loan will be 12 percent per annum. Borrowing and repayment will be performed first and last date of the month respectively. Borrowing and repayment will be multiple of Rs. 10,000 and Rs. 5,000 respectively. Interest will be paid at the time of repayment of loan.

**Required**

- Production, material purchase, and labour budget for three months from Ashwin to Marga, 2080 [3 + 4 + 3]
- Cash budget and budgeted income statement from Ashwin to Marga, 2080 [5 + 3]
- Budgeted balance sheet at the end of Marga, 2080 [2]

**THE END**

Mid-West University  
Examinations Management Office  
Surkhet, Nepal  
End-Semester Examination-2080  
Master of Business Administration (MBA)  
Semester - I

R.No.....

Subject: Research Methodology  
Full Marks: 100 Pass Marks: 50

Course Code: MGT 515  
Time: 4:00 Hours

**SECTION A: MULTIPLE CHOICE QUESTIONS (1 × 20 = 20 MARKS) (TIME: 20 MINUTES)**

Tick the *best* answers.

1. Respondents agreeing to provide information to the researcher during the whole project period is:
  - a. panel study
  - b. cohort study
  - c. trend study
  - d. survey study
2. Literature survey provides you with knowledge and consists of many layers. Here 3<sup>rd</sup> layer of knowledge refers to:
  - a. researchers own publications
  - b. assumptions laid in the research
  - c. reviews of studies summarizing and offering new interpretation
  - d. perceptions, conclusions, opinions and interpretation shared informally
3. A literature review that summarizes and integrates the current state of knowledge on the topic under study is:
  - a. theoretical review
  - b. integrative review
  - c. methodological review
  - d. historical review
4. A researcher trying to find the cause and effect relationship between variables will follow:
  - a. descriptive survey research design
  - b. exploratory research design
  - c. historical design
  - d. experimental research design
5. Variable that is a process by which relationship between independent and dependent variable is affected is.
  - a. moderating variable
  - b. intervening variable
  - c. extraneous variable
  - d. dependent variable
6. Analytical research involves:
  - a. description of phenomenon as it is
  - b. finding solution to the problem that has not been studied more clearly
  - c. critical evaluation by information that are available
  - d. establishing existence of relationship
7. A researcher uses survey questionnaire, focus group discussion method to collect data. He/she is conducting:
  - a. quantitative research
  - b. qualitative research
  - c. case study research
  - d. mixed method research
8. Validity that measures whether the constructs that theoretically should not be related to each other are in fact unrelated:
  - a. discriminate validity
  - b. concurrent validity
  - c. content validity
  - d. convergent validity
9. Describe the extent to which the final data set includes all sample member refers to is ....
  - a. well preparation of sample design
  - b. reduction in sample error
  - c. proper response rate
  - d. proper sample frame

10. A sample procedure to be used when desired sample characteristics are rare is:
- quota sampling
  - snowball sampling
  - convenience sampling
  - cluster sampling
11. List of items or people forming a population from which sample is taken as.....
- sample unit
  - sampling frame
  - sample design
  - sample statistics
12. During hypothesis testing if the observed test statistic is in the critical region then what do we do?
- Reject the null hypothesis and accept the alternative hypothesis.
  - Reject alternative hypothesis and accept null hypothesis
  - Accept both hypothesis
  - Reject both hypothesis
13. Error where null hypothesis is rejected even if it is true.
- Type I Error (Alpha Error)
  - Randomization
  - Type II Error (Beta Error)
  - Significant Level
14. A survey tends to use two variables to conduct research. The statistical data analysis used will be:
- univariate analysis
  - bivariate analysis
  - measures of association
  - multivariate analysis
15. Alpha error can be minimized by:
- controlling the sample.
  - using non-randomization
  - changing significance level
  - using randomization
16. A scale is formed in terms of some rules that have been established as basis for making the units equal is:
- interval scale
  - ratio scale
  - ordinal scale
  - nominal scale
17. A reliability type to measure the stability of test over time is....
- split half reliability
  - inter rater reliability
  - test re-test reliability
  - alternative form of reliability
18. A case focusing on potentially rare or unique aspects rather than seeking generalization is:
- intrinsic case study
  - instrumental case study
  - multiple case study
  - pragmatic case study
19. Which one of these is not the strength of qualitative research?
- Useful for studying limited number of cases in depth
  - Useful for describing complex phenomenon
  - Focused more on outcome rather than process
  - Direction of research can be revised quickly as new information emerges.
20. Theory attempting to explain certain behavior and performance is:
- normative theory
  - predictive theory
  - explanatory theory
  - grounded theory



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Course Code: MGT 515  
Time: 4:00 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 (5X6 = 30 MARKS)**

Answer any **FIVE** questions:

1. Reliability and validity with the instrument being used should be tested to maintain accuracy. Define how these two differ. [6]
2. Define sampling along its importance in research [2+4]
3. What is a research hypothesis? Describe how hypothesis can be developed. [2+4]
4. Describe any two types of attitudinal scales with a suitable example wherever necessary. [6]
5. Describe research design along with its features. [2+4]
6. "A research report is an oral and /or written statement whose purpose is to communicate research results, strategic recommendations and /or other conclusions to management or other specific audiences. Comment [6]
7. "Good research is about asking the right people the right questions- not much more and not much less". Aligning with statements, write how a questionnaire should be designed. [6]

**SECTION C: LONG ANSWER QUESTIONS (2X15 = 30 MARKS)**

Answer any **TWO** questions:

8. Elucidate why conducting comprehensive literature review is crucial for the success and credibility of academic and research work in any field of study. [15]
9. Discuss the methods of sampling procedure with suitable examples wherever necessary. [15]
10. "Business research is the application of scientific thinking to solve the business problem". Discuss this statement in the light of research process. [15]

**SECTION D: CASE STUDY (20 MARKS)**

11. Read the **Case** given below and answer the following questions:

The trend of students applying for higher education abroad has significantly increased in last couple of years. Many universities abroad are renowned for their higher quality education and research facilities and students too also can access a broader range of academic programs and cutting edge technologies which can enhance their knowledge and skills. Studying abroad exposes students to diverse cultures and perspectives, helping them become more open minded and adaptable experience of which can be beneficial for their personal growth, future career opportunities, knowledge transfer and collaborations. Furthermore, graduating from a reputable international institution can give students a competitive edge in the job market, as employers often value the international exposure and cross cultural competencies. Contrasting, the positive perspective of the students opting to go abroad for their higher studies huge impact has started to be shown in the home country. The major effect shown in the country is the potential "brain drain" as the students who pursue higher education abroad might choose to stay in their host countries for better prospects and living conditions, leading to a loss of skilled and educated workforce in their home country.

Moreover, many colleges offering undergraduate and graduate programs are facing with the lack of students being admitted in college forcing them to close down or facing the issue of financial sustainability. Major reasons as per research for this scenario is limited educational opportunities, lack of job opportunities, not able to address the issue of youngsters, political instability, economic instability, administrative complexities etc. But, with the availability of many universities to choose from, different courses offered which is in par with courses offered abroad, availability of foreign

affiliated universities degrees, government concern for quality education, the problem of student choosing abroad for their destination for studies is still present. Considering the scenario, and dilemma a team of scholars conducted a survey among students all over Nepal so as to address the issue and get a deeper insight about the scenario and forward the same to ministry of education using a structured questionnaire. The major objective of the study conducted was to know the actual underlying issue for the problem rather than the symptoms to create a clear picture for all so that the, home countries can address the potential brain drain and focus in retaining talent and encouraging students to return and contribute to their nations development.

Questions

- a. State the research problem for the case. [5]
- b. Based on the case, discuss which research approach was adopted by the research team and Why? [3+2]  
State the proper research design to be used for the study.
- c. What is a sample size? Which sampling procedure would best serve the purpose? [2+3]
- d. What kind of non-sampling error may the team face during the research? [5]

**THE END**

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Semester - I

R.No.....

Subject: Research Methodology  
Full Marks: 100 Pass Marks: 50

Course Code: MGT 515  
Time: 4:00 Hours

**SECTION A: MULTIPLE CHOICE QUESTIONS (1 × 20 = 20 MARKS)/ (TIME: 20 MINUTES)**

*Tick the best answers.*

1. Respondents agreeing to provide information to the researcher during the whole project period is:
  - a. panel study
  - b. cohort study
  - c. trend study
  - d. survey study
2. Literature survey provides you with knowledge and consists of many layers. Here 3<sup>rd</sup> layer of knowledge refers to:
  - a. researchers own publications
  - b. assumptions laid in the research
  - c. reviews of studies summarizing and offering new interpretation
  - d. perceptions, conclusions, opinions and interpretation shared informally
3. A literature review that summarizes and integrates the current state of knowledge on the topic under study is:
  - a. theoretical review
  - b. integrative review
  - c. methodological review
  - d. historical review
4. A researcher trying to find the cause and effect relationship between variables will follow:
  - a. descriptive survey research design
  - b. exploratory research design
  - c. historical design
  - d. experimental research design
5. Variable that is a process by which relationship between independent and dependent variable is affected is.
  - a. moderating variable
  - b. intervening variable
  - c. extraneous variable
  - d. dependent variable
6. Analytical research involves:
  - a. description of phenomenon as it is
  - b. finding solution to the problem that has not been studied more clearly
  - c. critical evaluation by information that are available
  - d. establishing existence of relationship
7. A researcher uses survey questionnaire, focus group discussion method to collect data. He/she is conducting:
  - a. quantitative research
  - b. qualitative research
  - c. case study research
  - d. mixed method research
8. Validity that measures whether the constructs that theoretically should not be related to each other are in fact unrelated:
  - a. discriminate validity
  - b. concurrent validity
  - c. content validity
  - d. convergent validity
9. Describe the extent to which the final data set includes all sample member refers to is ....
  - a. well preparation of sample design
  - b. reduction in sample error
  - c. proper response rate
  - d. proper sample frame

10. A sample procedure to be used when desired sample characteristics are rare is:
- quota sampling
  - snowball sampling
  - convenience sampling
  - cluster sampling
11. List of items or people forming a population from which sample is taken as.....
- sample unit
  - sampling frame
  - sample design
  - sample statistics
12. During hypothesis testing if the observed test statistic is in the critical region then what do we do?
- Reject the null hypothesis and accept the alternative hypothesis.
  - Reject alternative hypothesis and accept null hypothesis
  - Accept both hypothesis
  - Reject both hypothesis
13. Error where null hypothesis is rejected even if it is true.
- Type I Error (Alpha Error)
  - Randomization
  - Type II Error (Beta Error)
  - Significant Level
14. A survey tends to use two variables to conduct research. The statistical data analysis used will be:
- univariate analysis
  - bivariate analysis
  - measures of association
  - multivariate analysis
15. Alpha error can be minimized by:
- controlling the sample.
  - using non-randomization
  - changing significance level
  - using randomization
16. A scale is formed in terms of some rules that have been established as basis for making the units equal is:
- interval scale
  - ratio scale
  - ordinal scale
  - nominal scale
17. A reliability type to measure the stability of test over time is....
- split half reliability
  - inter rater reliability
  - test re-test reliability
  - alternative form of reliability
18. A case focusing on potentially rare or unique aspects rather than seeking generalization is:
- intrinsic case study
  - instrumental case study
  - multiple case study
  - pragmatic case study
19. Which one of these is not the strength of qualitative research?
- Useful for studying limited number of cases in depth
  - Useful for describing complex phenomenon
  - Focused more on outcome rather than process
  - Direction of research can be revised quickly as new information emerges.
20. Theory attempting to explain certain behavior and performance is:
- normative theory
  - predictive theory
  - explanatory theory
  - grounded theory

Mid-West University  
**Examinations Management Office**  
Surkhet, Nepal  
End-Semester Examination-2080  
Master of Business Administration (MBA)  
Semester - I

R.No.....

Subject: Quantitative Approach to Management  
Full Marks: 100 Pass Marks: 50

Course Code: MGT 516  
Time: 4:00 Hours

**SECTION A: MULTIPLE CHOICE QUESTIONS (1 × 20 = 20 MARKS)/ (TIME: 20 MINUTES)**

Tick the best answers.

1. If the value of  $P(A/B)$  and  $P(B)$  are 0.04 and 0.28 respectively, then  $P(AB)$  is:  
a. 0.125  
b. 0.011  
c. 0.66  
d. None
2. The conditional probability  $P(A/B)$  is read as:  
a. probability of A given B.  
b. if event B happens, the probability of A.  
c. 1<sup>st</sup> event is B and the 2<sup>nd</sup> event is A then the probability is.  
d. all of the above.
3. The value for  $E(5x+4)$  is: (Given,  $E(x) = 2$ )  
a. 14  
b. 81  
c. 2  
d. None of the above.
4. The value for  $V(4)$  is  
a. 4  
b. 0  
c. 16  
d. 1
5. The parameter for binomial distribution is :  
a. n  
b. n,p  
c. p  
d. n,p,q
6. If the values of n and p are 10 and 0.40 then variance of the binomial distribution is:  
a. 3.5  
b. 2.4  
c. 7  
d. None of the above
7. Variance of the Poisson distribution is .....  
a.  $\lambda$   
b. np  
c.  $\alpha$   
d. none of the above
8. In poisson approximation to binomial distribution, if  $n=15$  and  $p=0.35$  then mean is:  
a. 4.5  
b. 5.25  
c. 3  
d. 6
9. The parameter for normal distribution:  
a.  $\sigma^2$  only  
b.  $\mu$  and  $\sigma^2$   
c.  $\mu$  only  
d. None of the above.
10. If the values of standard deviation, z value and error are 20, 1.96 and 2 respectively then the value of sample size (n) is:  
a. 384  
b. 220  
c. 350  
d. None
11. What happens to the confidence limit as the sample size increases?  
a. Increases  
b. Decreases  
c. Both a) and b)  
d. None of the above

12. In any case if population standard deviation ( $\sigma$ ) is not given then the test followed depends on:
- sample size (n)
  - population size (N)
  - both sample size (n) and population size (N)
  - none of the above
13. If  $P=0.40$  and  $n=60$  then standard error is:
- 0.106
  - 0.022
  - 0.063
  - 1
14. "Accepting null hypothesis when it is false" is:
- type I error
  - type II error
  - both of the above
  - none of the above
15. Among the entire test mentioned below, all are parametric test except is:
- students t- test
  - f-test
  - z-test
  - chi-square test
16. The degree of freedom for F-test when  $k=5$  and  $n=18$  is:
- (2,9)
  - (4,12)
  - (4,10)
  - None of the above
17. If the value of correlation coefficient ( $r$ ) is -1, the degree of relationship is:
- positively perfect
  - significant
  - negatively perfect
  - insignificant
18. In a regression equation ( $y=3.2+0.2x$ ),  $y$  is considered as:
- independent variable
  - dependent variable
  - partial variable
  - all of the above
19. The constraint that passes through optimal solution (OS) is:
- active constraint
  - inactive constraint
  - special constraint.
  - none of the above
20. In linear programming model, in case of minimization, the shaded or feasible region can be termed as:
- unbounded region
  - bounded region
  - both of the above
  - none of the 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 (5X6 = 30 MARKS)**

Answer any **FIVE** questions:

1. A public-interest group was planning to make a court challenge to auto insurance rates in one of three cities: Kathmandu, Lalitpur and Nepalgunj. The probability that it would choose Kathmandu was 0.40; Lalitpur, 0.35; and Nepalgunj, 0.25. The group also knew that it had a 60% chance of a favorable ruling if it chose Kathmandu, 45% if it chose Lalitpur, and 35% if it chose Nepalgunj. If the group received a favorable ruling, which city did it most likely to choose?
2. Hari Sharma, who frequently invests in the stock market, carefully studies any potential investment. He is currently examining the possibility of investing in the ABC Power Company. Through studying past performance, Hari has broken the potential results of the investment into five possible outcomes with accompanying probabilities. Find the expected value and standard deviation of the return for investing in a single.

a. Return on investment (Rs.)	0	10	15	25	50
b. Probability	0.20	0.25	0.30	0.15	0.10

3. On the average, 5 customers per minute at any one of the checkout counters of a grocery store. What is the probability that in the next 3 minute there will be exactly 2 customers arriving at a checkout counter?
4. A manufacturer of Chocó bar knows that on an average 2% of production is defective. He sells the Chocó bar in boxes of 85. What is the probability that at least 3 bars will be defective?
5. Camreon Bali, CA of a company, knows that, on average, the monthly balance of any customer is \$100, and the standard deviation is 38. If he selects 48 random accounts,
  - a. What is the probability that the sample average monthly balance is above \$90? [3]
  - b. Determine the range of the middle 80 percent of average balance of the customers. [3]
6. The fuel consumption of a new model of car being tested. In one trail 50 cars chosen at random, were driven under the identical condition & the distances X km. Covered on 1 liter of petrol when recorded. The results gave the following total  $\sum x = 525$ ,  $\sum x^2 = 5625$ . calculate the 95% confidence interval for the mean petrol consumption in km per liter.
7. The mean height of students in a class is 64 inches and standard deviation of 4 inches. A sample of 120 students having mean 58 is taken from that large population. Test the hypothesis at 5% level of significance.

**SECTION C: LONG ANSWER QUESTIONS (2X15 = 30 MARKS)**

Answer any **TWO** questions:

8. a) Two different large groups of people are being considered as a focus group of reading English newspapers. Of 200 people surveyed in one group (the government employees), 52 percent read the English newspaper. In another group (private employees), 40 percent of the 150 people surveyed read the English newspaper. At the 0.05 level of significance, is there evidence to conclude that there are a significantly higher percentage of government employees who read English newspapers than do private employees? [8]
- b) A company developing animal fodder that enhances weight is conducting survey on two types of fodders A and B. Two groups of animals one consisting of 12 animals were feed on fodder A and the other group consisting of 10 animals on fodder B. The record of weight gained in kilograms is as follows:

Group 1	25	32	30	34	24	20	30	23	28	32	33	25
Group 2	44	34	22	17	45	40	41	30	32	35		

Test whether fodder A is less significant than fodder B on enhancing the weight of animals at a 1% level of significance. [7]

9. a) Detergent manufacturer advertises that its product that it will remove all stains except oil-base paint in any kind of water. A consumer information service reporting on detergent quality is testing this claim. Batches of washing were run in three randomly chosen homes having a particular type of water-hard, moderate, or soft. Each batch contained an assortment rags and cloth scarps stained with foods product greases, and dirt over a 100 square-inch area. After washing, the number of square inches that were still stained was determined, and the following results were obtained:

Level of Water Hardness		
Hard	Moderate	Soft
12	10	8
9	9	10
12	8	11

At the 5% level of significance, will the consumer service conclude that the type of water affects the effectiveness of the detergent? [8]

- b) A financial consultant is interested in the differences in capital structure within different firm sizes in a certain industry. The consultation surveys a group of firms with assets of different amounts and divides the firms into three groups. Each firm is classified according to whether its total debt is greater than stockholders equity or whether its total debt is less than stockholders equity. The results of the survey are:

	Firm asset size		
	Less than 500	500 - 2000	2000 +
Debt less than equity	7	10	8
Debt greater than equity	10	18	9

Do the three firm sizes have the same capital structure? Use the 0.10 significance level. [7]

10. A diet for a sick person must contain at least 4000 units of vitamin and 50 units of minerals. Two types of food are available to be consumed. Food A at the cost Rs. 40/packet and food B at the cost Rs.30/ packet. Each packet of food A contains 200 units of vitamin and 1 unit of mineral while food B contains 100 units of vitamin and 2 units of mineral. What combination of foods to be used to fulfill the diet requirement at the minimum cost?
- Formulate the problem as a LPP.
  - Solve the problem graphically and find best combination of Food A and Food B to determine the optimum cost.
  - Determine the active and the inactive constraints.
  - Is it possible to find out the slack or surplus? Explain.
  - Obtain the dual of the give LP Problem

#### SECTION D: CASE STUDY (20 MARKS)

11. Read the Case given below and answer the following questions:

The vice president for Research and Development of a large chemical and fiber manufacturing company believes that the firm's annual profits depend on the amount spent on R & D. The new chief executive officer does not agree and asked for evidence. Here are data for 6 years. The vice president for R & D wants an equation for predicting annual profits from the amount budgeted for R & D. With methods of estimating equation, we can supply such a decision-making tool and tell him something about the accuracy he can expect in using it to make decision.



Amount Spent on Research & Development (Million) (x)	Annual Profit (Million) (y)
2	20
3	25
5	34
4	30
11	40
5	31

- Develop a scatter diagram for these data and draw the inference about the relationship between the R & D and profit. [2]
- Calculate Karl Pearson's coefficient of correlation between the R & D and profit. Test the significance for population correlation coefficient at 5% level of significance. [6]
- Develop regression equation of profit and predict the annual profit when R & D is 50. [4]
- Interpret the meaning of slope or regression coefficient and y-intercept or regression constant in this problem. [2]
- Obtain the Standard Error of estimate and Coefficient of determination (percentage of variation) and interpret their meanings. [4]
- Compute the residual when R & D is 50. [2]