

BBA in TM, 2nd Semester

April 5, 2022 (Morning)

ISLAMIC UNIVERSITY OF TECHNOLOGY (IUT)
ORGANISATION OF ISLAMIC COOPERATION (OIC)

DEPARTMENT OF BUSINESS AND TECHNOLOGY MANAGEMENT

Final Examination

Summer Semester, A. Y. 2020-2021

Course No. : BTM 4203

Time : 3 hours

Course Title : Business Communication

Marks: 150

Answer all **6 (six)** questions. All questions carry equal marks. Marks in the margin indicate full marks.

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|-------|---|----|
| 1. a) | What are the costs of poor communication? | 05 |
| | b) What role do conventions play in business communication? | 05 |
| | c) How can we solve business communication problem? | 15 |
| 2. a) | Describe the key elements of corporate culture that have an impact on the business. | 08 |
| | b) Describe the ways to improve interpersonal communication. | 08 |
| | c) What are some electronic privacy issues that could affect you at your workplace? | 09 |
| 3. a) | Describe about different kinds of productive and nonproductive roles in teams. | 08 |
| | b) Explain team decision-making strategies. Define groupthink. Have you ever experienced it? | 08 |
| | c) Explain the techniques for resolving conflict and responding to criticism. | 09 |
| 4. a) | What are low-context and high-context cultures? Why do people from monochronic cultures sometimes have trouble with people from polychronic cultures? | 10 |
| | b) What are some characteristics of oral communications you should consider when communicating cross-culturally? What are some cautions to consider when writing for international audiences? | 10 |
| | c) Why is diversity becoming more important than ever before? | 05 |
| 5. a) | Why is document design important in business communication? What are the four levels of document design? What are some guidelines for document design? | 12 |
| | b) When attempting to remove bias in business messages, what techniques can we employ? How can we improve the tone of business messages? | 13 |

6. a) What are some techniques of good writers? Which ones do you use regularly? 12
What are the ways you can make your sentences and paragraphs more effective?
- b) What are some half-truths about style in writing? 08
- c) What activities are part of the composing process? Which one should you be 05
doing more often or more carefully in your writing?

ISLAMIC UNIVERSITY OF TECHNOLOGY (IUT)
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DEPARTMENT OF BUSINESS AND TECHNOLOGY MANAGEMENT

Final Semester Examination

Summer Semester, A. Y. 2020-2021

Course No. : BTM 4207

Time : 3 Hours

Course Title : Organizational Behavior

Marks : 150

There are **6 (six)** questions. You have to answer **all the 6** questions in total. All questions carry equal marks. Marks in the margin indicate full marks.

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1. a) What do you mean by deviant workplace behavior? What are the different types of deviant workplace behavior? Give examples. 8
 - b) What is punctuated-equilibrium model? How can it affect on group decision making? 12
 - c) Define group conformity? Do individuals conform to the pressure of all the groups to which they belong? Discuss. 5
 2. a) Analyze the relationship between cohesiveness and productivity depends on the group's performance-related norms. 10
 - b) "Luis and Carol are co-workers who seem to have little in common at first glance. These co-workers may experience some differences in communication based on their surface-level differences in education, ethnicity, regional background, and gender. However, as they get to know one another, they may find they are both deeply committed to their families, share a common way of thinking about important work problems, like to work collaboratively, and are interested in international assignments in the future."
Based on the above scenario, discuss how does deep level diversity create impact on group functioning. 8
 - c) Explain group think and group shift. Does group think attack all the similar and diversified groups? Discuss. 7
 3. a) Discuss the model of decision making in an organization. 12
 - b) "People who know their own emotions and are good at reading emotional cues—for instance, knowing why they're angry and how to express themselves without violating norms—are most likely to be effective."
Based on the above statement discuss the model of emotional intelligence. 7
 - c) Discuss the following concepts: 6
 - i) Anchoring bias
 - ii) Confirmation bias

- 4. a) Discuss self-efficacy theory. How can managers help their employees achieve high levels of self- efficacy? 9
- b) Explain Herzberg's theory of motivation. How does a manager apply this theory in the workplace to get better success in organization? 9
- c) Expectancy theory argues that the strength of our tendency to act in a certain way depends on the strength of our expectation of a given outcome and its attractiveness. 7
Based on this theory, analyze why a lot of workers aren't motivated on their jobs and do only the minimum necessary to get by.

- 5. a) Discuss the model of Affective events theory (AET) in organizational behavior. 10
- b) Power and authority provide a practical means for achieving organizational goals through leading the effort and productivity of other people. Authority and power, wisely used, are never dissipated. These can be enhanced by practice and personal growth. 15

Instructions:

- i. Why is power required in organizational decision making?
- ii. Which bases of power are most effective? And why? Critically analyze with example.

6. Consider for a moment a midlevel manager at a multinational foods company, Fatima, who would seem to be at the top of her career. She's consistently making her required benchmarks and goals, she has built successful relationships with colleagues, and senior management have identified her as "high potential." But she isn't happy with her work. She'd be much more interested in understanding how her organization can use social media in marketing efforts. Ideally, she'd like to quit and find something that better suits her passions, but in the current economic environment this may not be an option. So, she has decided to proactively reconfigure her current job. Fatima is part of a movement toward job "crafting," which is the process of deliberately reorganizing your job so that it better fits your motives, strengths, and passions. The core of job crafting is creating diagrams of day-to-day activities with a coach. Then you and the coach collaboratively identify which tasks fit with your personal passions, and which tend to drain motivation and satisfaction. Next the client and coach work together to imagine ways to emphasize preferred activities and de-emphasize those that are less interesting. Many people engaged in job crafting find that upon deeper consideration, they have more control over their work than they thought.
So how did Fatima craft her job? She first noticed that she was spending too much of her time monitoring her team's performance and answering team questions, and not enough time working on the creative projects that inspire her. She then considered how to modify her relationship with the team so that these activities incorporated her passion for social media strategies, with team activities more centered around developing new marketing. She also identified members of her team who might be able to help her implement these new strategies and directed

her interactions with these individuals toward her new goals. As a result, not only has her engagement in her work increased, but she has also developed new ideas that are being recognized and advanced within the organization. In sum, she has found that by actively and creatively examining her work, she has been able to craft her current job into one that is truly satisfying.

Answer following Questions:

- a) Why do you think many people are in jobs that are not satisfying? Do organizations help people craft satisfying and motivating jobs, and if not, why not? (9)
- b) Some contend that job crafting sounds good in principle but is not necessarily available to everyone. What types of jobs are probably not amenable to job crafting activities? (8)
- c) Are there any potential drawbacks to the job crafting approach? How can these concerns be minimized? (8)

ISLAMIC UNIVERSITY OF TECHNOLOGY (IUT)
ORGANISATION OF ISLAMIC COOPERATION (OIC)

Department of Business and Technology Management

Final Examination
Course No. : BTM 4209
Course Title : Micro Economics

Summer Semester, A. Y.2020-21
Time : 3 Hours
Full Marks : 150

Answer all 6 (six) questions. All questions carry equal marks. Figures in the right margin indicate full marks.

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1. a) Give an example of a positive statement and an example of a normative statement that somehow relates to your daily life. 5
- b) An economy consists of three workers: Larry, Moe, and Curly. Each works 10 hours a day and can produce two services: mowing lawns and washing cars. In an hour, Larry can either mow one lawn or wash one car; Moe can either mow one lawn or wash two cars; and Curly can either mow two lawns or wash one car. 20
- i. Calculate how much of each service is produced under the following circumstances, which we label A, B, C, and D:
- All three spend all their time mowing lawns. (A)
 - All three spend all their time washing cars. (B)
 - All three spend half their time on each activity. (C)
 - Larry spends half his time on each activity, while Moe only washes cars and Curly only mows lawns. (D)
- ii. Graph the production possibilities frontier for this economy. Using your answers to part (i), identify points A, B, C, and D on your graph.
- iii. Explain why the production possibilities frontier has the shape it does.
- iv. Are any of the allocations calculated in part (i) inefficient? Explain.
2. a) Draw a supply-and-demand diagram with a tax on the sale of a good. Show the deadweight loss and the tax revenue. 7
- b) The government places a tax on the purchase of socks. 18
- i. Illustrate the effect of this tax on equilibrium price and quantity in the stock market. Identify the following areas both before and after the imposition of the tax: total spending by consumers, total revenue for producers, and government tax revenue.
- ii. Does the price received by producers rise or fall? Can you tell whether total receipts for producers rise or fall? Explain.
- iii. Does the price paid by consumers rise or fall? Can you tell whether total spending by consumers rises or falls? Explain carefully. (Hint: Think about elasticity.) If total consumer spending falls, does consumer surplus rise? Explain.

3. a) When does a country become an exporter and an importer of a good? 5
- b) China is a major producer of grains, such as wheat, corn, and rice. Some years ago, the Chinese government, concerned that grain exports were driving up food prices for domestic consumers, imposed a tax on grain exports. 20
- i. Draw a graph that describes the market for grain in an exporting country. Use this graph as the starting point to answer the following questions.
 - ii. How does an export tax affect domestic grain price?
 - iii. How does it affect the welfare of domestic consumers, the welfare of domestic producers, and government revenue?
 - iv. What happens to total welfare in China, as measured by the sum of consumer surplus, producer surplus, and tax revenue?
4. a) Give an example of a negative externality and an example of a positive externality. 5
- b) The many identical residents of Whoville love drinking Zlurp. Each resident has the following willingness to pay for the tasty refreshment: 20

First bottle	\$5
Second bottle	4
Third bottle	3
Fourth bottle	2
Fifth bottle	1
Further bottles	0

- i. The cost of producing Zlurp is \$1.50, and the competitive suppliers sell it at this price. (The supply curve is horizontal.) How many bottles will each Whovillian consume? What is each person's consumer surplus?
- ii. Producing Zlurp creates pollution. Each bottle has an external cost of \$1. Taking this additional cost into account, what is total surplus per person in the allocation you described in part (i)?
- iii. Cindy Lou Who, one of the residents of Whoville, decides on her own to reduce her consumption of Zlurp by one bottle. What happens to Cindy's welfare (her consumer surplus minus the cost of pollution she experiences)? How does Cindy's decision affect total surplus in Whoville?
- iv. Mayor Grinch imposes a \$1 tax on Zlurp. What is consumption per person now? Calculate consumer surplus, the external cost, government revenue, and total surplus per person.

5. a) Draw a diagram of the long-run equilibrium in a monopolistically competitive market. How is price related to average total cost? How is price related to marginal cost? 5
- b) Sleek Sneakers Co. is one of many firms in the market for shoes. 20
- i. Assume that Sleek is currently earning short-run economic profit. On a correctly labeled diagram, show Sleek's profit-maximizing output and price, as well as the area representing profit.
 - ii. What happens to Sleek's price, output, and profit in the long run? Explain this change in words and show it on a new diagram.
 - iii. Suppose, over time consumers become more focused on stylistic differences among shoe brands. How would this change in attitudes affect each firm's price elasticity of demand? In the long run, how will this change in demand affect Sleek's price, output, and profit?
 - iv. At the profit-maximizing price you identified in part (iii), is Sleek's demand curve elastic or inelastic? Explain.
6. a) What are the pros and cons of in-kind (rather than cash) transfers to the poor? 5
- b) Consider two communities. In one community, ten families have incomes of \$100,000 each and ten families have incomes of \$20,000 each. In the other community, ten families have incomes of \$200,000 each and ten families have incomes of \$22,000 each. 20
- i. In which community is the distribution of income more unequal? In which community is the problem of poverty likely to be worse?
 - ii. Which distribution of income would Rawls prefer? Explain.
 - iii. Which distribution of income do you prefer? Explain.
 - iv. Why might someone have the opposite preference?

ISLAMIC UNIVERSITY OF TECHNOLOGY (IUT)
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Department of Business and Technology Management

Final Examination

Summer Semester, A. Y.2020-21

Course No. : BTM 4403

Time : 3 Hours

Course Title : Macro Economics

Full Marks : 150

Answer **all 6 (six)** questions. All questions carry equal marks. Marks in the margin indicate full marks.

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- 1. a) Name the ten principles of Economics. 5
 - b) Describe the followings: 20
 - i. In what ways is economics a science?
 - ii. Why do economists make assumptions?
 - iii. Should an economic model describe reality exactly?
 - iv. Use a production possibilities frontier to describe the idea of "efficiency."
 - 2. a) Define net exports and net capital outflow. Explain how and why they are related. 5
 - b) Purchasing-power parity holds between the nations of Ectenia and Wiknam, where the only commodity is Spam. 20
 - i. In 2015, a can of Spam costs 4 dollars in Ectenia and 24 pesos in Wiknam. What is the exchange rate between Ectenian dollars and Wiknamian pesos?
 - ii. Over the next 20 years, inflation is expected to be 3.5 percent per year in Ectenia and 7 percent per year in Wiknam. If this inflation comes to pass, what will the price of Spam and the exchange rate be in 2035?
 - iii. Which of these two nations will likely have a higher nominal interest rate? Why?
 - iv. A friend of yours suggests a get-rich-quick scheme: Borrow from the nation with the lower nominal interest rate, invest in the nation with the higher nominal interest rate, and profit from the interest-rate differential. Do you see any potential problems with this idea? Explain.
 - 3. a) Japan generally runs a significant trade surplus. Do you think this is most related to high foreign demand for Japanese goods, low Japanese demand for foreign goods, a high Japanese saving rate relative to Japanese investment, or structural barriers against imports into Japan? Explain your answer. 10
 - b) Suppose the Indians suddenly develop a strong taste for Bangladeshi 'Hilsa' fish. Answer the following questions in words and with a diagram. 15
 - i. What happens to the demand for dollars in the market for foreign-currency exchange?
 - ii. What happens to the value of the dollar in the market for foreign-currency exchange?
 - iii. What happens to Bangladesh net exports?

4. a) Explain how an increase in the price level affects the real value of money. 5
- b) Suppose that people expect inflation to equal 3 percent, but in fact, prices rise by 5 percent. Describe how this unexpectedly high inflation rate would help or hurt the following: 20
- the government
 - A homeowner with a fixed-rate mortgage
 - A union worker in the second year of a labor contract
 - A college that has invested some of its endowment in government bonds
5. a) Draw the long-run trade-off between inflation and unemployment. Explain how the short-run and long-run trade-offs are related. 5
- b) Illustrate the effects of the following developments on both the short-run and long-run Phillips curves. Give the economic reasoning underlying your answers. 20
- A rise in the natural rate of unemployment
 - A decline in the price of imported oil
 - A rise in government spending
 - A decline in expected inflation.
6. a) What adverse effect might be caused by tax incentives to increase saving? 5
- b) The problem of time inconsistency applies to fiscal policy as well as to monetary policy. Suppose the government announced a reduction in taxes on income from capital investments, like new factories. 20
- If investors believed that capital taxes would remain low, how would the government's action affect the level of investment?
 - After investors have responded to the announced tax reduction, does the government have an incentive to renege on its policy? Explain.
 - Given your answer to part (ii), would investors believe the government's announcement? What can the government do to increase the credibility of announced policy changes?
 - Explain why this situation is like the time-inconsistency problem faced by monetary policymakers.

BBA in TM, 4th Sem.

Date: 29 March, 2022 (Morning)

ISLAMIC UNIVERSITY OF TECHNOLOGY (IUT)
ORGANISATION OF ISLAMIC COOPERATION (OIC)
DEPARTMENT OF BUSINESS AND TECHNOLOGY MANAGEMENT

Semester Final Examination

Summer Semester, A.Y. 2020-2021

Course Code : Math 4461

Time : 3.00 Hours

Course Title : Business Statistics

Full Marks : 150

Answer all the six (6) questions. All questions carry equal marks. Marks in the margin indicate full marks. Do not write on this question paper. Programmable calculators are not allowed.

1. (a) Define each of the following terms: R^2 , ANOVA, degree of freedom, standard error, contingency table, inferential statistics, random variable, level of significance, homoscedasticity, and eta-square. 10
- (b) What is the difference between histogram and bar-chart? Describe about the four different levels of data used in statistics. 15
2. (a) How can you determine the significance of N-way ANOVA? 09
- (b) Why do researchers work on sample rather than on population? Describe different probability and non-probability sampling method with relevant examples. 16
3. (a) The output of regression analysis for ABC company is given in the below. The dependent variable is sales. 15

Model Summary					
R	0.784				
R^2	(i) -----				
Adjusted R^2	(ii) -----				
SEE	(iii) -----				
ANOVA					
Model	Sum of Squares	df	Mean Square	F	Significance Level
Regression	70266.292	(iv) -----	(v) -----	(vi) -----	0.000
Residual	44197.333	21	(vii) -----		
Total	(viii) -----	(ix) -----			
Variables in the Equations					
Variable	b	SE _B	Beta (B)	t	Significance
Constant	558.692	67.826		(x) -----	0.000
Price	-12.975	2.294	-0.767	(xi) -----	0.000
Advertisement	22.083	18.729	0.160	(xii) -----	0.252

Requirements:

- I. Fill in the blanks, identify the regression equation, and interpret the result.
- II. Determine the amount of sales if price decreased by taka 20 and advertisement was increased taka 30.

- (b) What are the differences among r , R , R^2 , adjusted- R^2 ? Describe- how you can fit the regression line to the scatter diagram. 10
- 4. (a) How can you interpret standard deviations of a particular distribution using Chebyshev's theorem and empirical rule? 06
- (b) The following frequency distribution gives the pattern of overtime work done by 100 employees of a company. 12

Overtime hours (class)	10-15	15-20	20-25	25-30	30-35	35-40
Number of employees (frequency)	11	20	35	20	8	6

Requirements:

- I. Calculate the mean and standard deviation for the above data.
- II. Develop a cumulative frequency polygon and determine the number of hours on which 75% of the employees worked.
- III. Interpret the results.
- (c) The credit department of Lion's Department Store in Anaheim, California, reported that 30 percent of their sales are cash or check, 30 percent are paid with a credit card and 40 percent with a debit card. It is noteworthy that 20 percent of the cash or check purchases, 90 percent of the credit card purchases, and 60 percent of the debit card purchases are for more than \$50. Ms. Tina Stevens just purchased a new dress that cost \$120. Using Bayes' theorem determine what is the probability that she paid cash or check? 07
- 5. (a) Describe the characteristics of different continuous probability distribution. 07
- (b) ABC Company Ltd. wishes to set a minimum mileage guarantee on its new MXL tire. Tests reveal the mean mileage is 67,500 with a standard deviation of 1,950 miles and that the distribution of miles follows the normal probability distribution. ABC Company ltd. wants to set the minimum guaranteed mileage so that no more than 5 percent of the tires will have to be replaced. What minimum guaranteed mileage should ABC company announce? 08
- (c) Listed below are the commissions earned last month by a sample of 15 brokers at Salomon Smith Barney's Oakland, California office. Salomon Smith Barney is an investment company with offices located throughout the United States. 10

2,038	1,758	1,721	1,637	2,097	2,047	2,205	1,787
2,287	1,940	2,311	2,054	2,406	1,471	1,460	

Requirements:

- I. Locate the median, the first quartile, and the third quartile for the commissions earned.
- II. Draw a box plot on the basis of information given above. Comment on the shape of the distribution.
- III. Determine whether there is any outlier in this distribution of data.
- 6. (a) What is the difference between correlation and regression? State different names for correlation. 05

- (b) Playtime Toys Inc. employs 50 people in the Assembly Department. Forty of the employees belong to a union and ten do not. Five employees are selected at random to form a committee to meet with management regarding shift starting times. What is the probability that four of the five selected for the committee belong to a union? 06
- (c) The following table shows data about in-store promotion and sales. The in-store promotion is measured in categorical scale such that 1=high in-store promotion, 2=medium in-store promotion, and 3= low in-store promotion. Assume table value of F is 4.10. 14

Coupon Level (X)	Sales (Y)
1	10
1	7
1	10
1	9
2	8
2	6
2	5
2	9
3	6
3	4
3	3
3	7

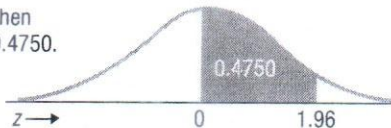
Requirements:

- I. Conduct one-way ANOVA analysis, determine the value of eta-square, F - statistic.
- II. Construct summary ANOVA table and interpret the result.

Appendix B: Tables

B.1 Areas under the Normal Curve

Example:
If $z = 1.96$, then
 $P(0 \text{ to } z) = 0.4750$.



z	0.00	0.01	0.02	0.03	0.04	0.05	0.06	0.07	0.08	0.09
0.0	0.0000	0.0040	0.0080	0.0120	0.0160	0.0199	0.0239	0.0279	0.0319	0.0359
0.1	0.0398	0.0438	0.0478	0.0517	0.0557	0.0596	0.0636	0.0675	0.0714	0.0753
0.2	0.0793	0.0832	0.0871	0.0910	0.0948	0.0987	0.1026	0.1064	0.1103	0.1141
0.3	0.1179	0.1217	0.1255	0.1293	0.1331	0.1368	0.1406	0.1443	0.1480	0.1517
0.4	0.1554	0.1591	0.1628	0.1664	0.1700	0.1736	0.1772	0.1808	0.1844	0.1879
0.5	0.1915	0.1950	0.1985	0.2019	0.2054	0.2088	0.2123	0.2157	0.2190	0.2224
0.6	0.2257	0.2291	0.2324	0.2357	0.2389	0.2422	0.2454	0.2486	0.2517	0.2549
0.7	0.2580	0.2611	0.2642	0.2673	0.2704	0.2734	0.2764	0.2794	0.2823	0.2852
0.8	0.2881	0.2910	0.2939	0.2967	0.2995	0.3023	0.3051	0.3078	0.3106	0.3133
0.9	0.3159	0.3186	0.3212	0.3238	0.3264	0.3289	0.3315	0.3340	0.3365	0.3389
1.0	0.3413	0.3438	0.3461	0.3485	0.3508	0.3531	0.3554	0.3577	0.3599	0.3621
1.1	0.3643	0.3665	0.3686	0.3708	0.3729	0.3749	0.3770	0.3790	0.3810	0.3830
1.2	0.3849	0.3869	0.3888	0.3907	0.3925	0.3944	0.3962	0.3980	0.3997	0.4015
1.3	0.4032	0.4049	0.4066	0.4082	0.4099	0.4115	0.4131	0.4147	0.4162	0.4177
1.4	0.4192	0.4207	0.4222	0.4236	0.4251	0.4265	0.4279	0.4292	0.4306	0.4319
1.5	0.4332	0.4345	0.4357	0.4370	0.4382	0.4394	0.4406	0.4418	0.4429	0.4441
1.6	0.4452	0.4463	0.4474	0.4484	0.4495	0.4505	0.4515	0.4525	0.4535	0.4545
1.7	0.4554	0.4564	0.4573	0.4582	0.4591	0.4599	0.4608	0.4616	0.4625	0.4633
1.8	0.4641	0.4649	0.4656	0.4664	0.4671	0.4678	0.4686	0.4693	0.4699	0.4706
1.9	0.4713	0.4719	0.4726	0.4732	0.4738	0.4744	0.4750	0.4756	0.4761	0.4767
2.0	0.4772	0.4778	0.4783	0.4788	0.4793	0.4798	0.4803	0.4808	0.4812	0.4817
2.1	0.4821	0.4826	0.4830	0.4834	0.4838	0.4842	0.4846	0.4850	0.4854	0.4857
2.2	0.4861	0.4864	0.4868	0.4871	0.4875	0.4878	0.4881	0.4884	0.4887	0.4890
2.3	0.4893	0.4896	0.4898	0.4901	0.4904	0.4906	0.4909	0.4911	0.4913	0.4916
2.4	0.4918	0.4920	0.4922	0.4925	0.4927	0.4929	0.4931	0.4932	0.4934	0.4936
2.5	0.4938	0.4940	0.4941	0.4943	0.4945	0.4946	0.4948	0.4949	0.4951	0.4952
2.6	0.4953	0.4955	0.4956	0.4957	0.4959	0.4960	0.4961	0.4962	0.4963	0.4964
2.7	0.4965	0.4966	0.4967	0.4968	0.4969	0.4970	0.4971	0.4972	0.4973	0.4974
2.8	0.4974	0.4975	0.4976	0.4977	0.4977	0.4978	0.4979	0.4979	0.4980	0.4981
2.9	0.4981	0.4982	0.4982	0.4983	0.4984	0.4984	0.4985	0.4985	0.4986	0.4986
3.0	0.4987	0.4987	0.4987	0.4988	0.4988	0.4989	0.4989	0.4989	0.4990	0.4990

ISLAMIC UNIVERSITY OF TECHNOLOGY (IUT)
ORGANISATION OF ISLAMIC COOPERATION (OIC)

DEPARTMENT OF BUSINESS AND TECHNOLOGY MANAGEMENT

Final Examination

Summer Semester, A. Y. 2020-2021

Course No. : BTM 4601

Time : 3 Hours

Course Title : Financial Management II

Full Marks : 150

Answer all 6 (six) questions. All questions carry equal marks. Marks in the margin indicate full marks. Programmable calculators are not allowed.

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1. a) What is business risk, and how can it be measured? What is operating leverage? How does operating leverage affect business risk? 07
 - b) What is financial risk, and how does it arise? Explain this statement: Using leverage has both good and bad effects. 05
 - c) What happens to the component costs of debt and equity when the debt ratio is increased? Why does this occur? 13
 2. a) Using the Hamada equation, explain the effects of financial leverage on beta. 07
 - b) Why does MM's theory with taxes lead to 100% debt? How would an increase in corporate taxes tend to affect an average firm's capital structure? What about an increase in the personal tax rate? 09
 - c) Explain what asymmetric information means and how signals affect capital structure decisions. What is meant by reserve borrowing capacity, and why is it important to firms? 09
 3. a) What did Modigliani and Miller assume about taxes and brokerage costs when they developed their dividend irrelevance theory? Why did MM refer to the Gordon-Lintner dividend argument as the bird-in-the-hand fallacy? 08
 - b) Define (i) information content and (ii) the clientele effect and explain how they affect dividend policy. 07
 - c) Which is more critical to the dividend decision, earnings or cash flow? Explain. 05
 - d) Explain the procedures used to actually pay the dividend. What is the ex-dividend date, and why is it important to investors? 05
 4. a) Describe the basic procedures involved in using risk-adjusted discount rates (RADRs). How is this approach related to the capital asset pricing model (CAPM)? 05
 - b) Briefly explain how the following items affect the capital budgeting decisions of multinational companies: (i) exchange rate risk; (ii) political risk; (iii) tax law differences; (iv) transfer pricing; and (v) a strategic, rather than a strict, financial viewpoint. 10

- c) What are real options? What are some major types of real options? 05
- d) What is the difference between the strategic NPV and the traditional NPV? Do they always result in the same accept-reject decisions? 05
- 5. a. Metro Industries wishes to select the best of three possible machines, each of which is expected to satisfy the firm's ongoing need for additional aluminum-extrusion capacity. The three machines—X, Y, and Z—are equally risky. The firm plans to use a 12% cost of capital to evaluate each of them. The initial investment and annual cash inflows over the life of each machine are shown in the following table: 15

	Project X	Project Y	Project Z
Initial Investment	78000	52000	66000
Year (t)	Cash Inflow		
1	17000	28000	14500
2	25000	38000	14500
3	32000		14500
4	41000		14500
5			14500
6			14500
7			14500
8			14500

- i. Calculate the NPV for each project over its life. Rank the projects in descending order on the basis of NPV.
 - ii. Use the annualized net present value (ANPV) approach to evaluate and rank the projects in descending order on the basis of ANPV.
 - iii. Compare and contrast your findings in parts i and ii. Which project would you recommend that the firm purchase? Why?
- b. Jamill has a 2008 Cadillac that he wants to update with a geo-tracker device so he will have access to road maps and directions. After-market equipment can be fitted for a flat fee of \$500, and the service provider requires monthly charges of \$20. In his line of work as a traveling salesman, he estimates that this device can save his time and money—about \$35 per month (as the price of gas keeps increasing) In order to determine the financial feasibility of purchasing the geo-tracker, Jamil wants to determine the number of months it will take to break even. He plans to keep the car for another 3 years. 10
 - i. Calculate the breakeven point for the device in months.
 - ii. Based on (i), should Jamil have the tracker installed in his car?
- 6. a. Carolina Fastener, Inc., makes a patented marine bulkhead latch that wholesales for \$6.00. Each latch has variable operating costs of \$3.50. Fixed operating costs are \$50,000 per year. The firm pays \$13,000 interest and preferred dividends of \$7,000 per year. At this point, the firm is selling 30,000 latches per year and is taxed at a rate of 40%. 15
 - i. Calculate Carolina Fastener's operating breakeven point.

- ii. On the basis of the firm's current sales of 30,000 units per year and its interest and preferred dividend costs, calculate its EBIT and earnings available for common stockholder.
 - iii. Calculate the firm's degree of operating leverage (DOL).
 - iv. Calculate the firm's degree of financial leverage (DFL).
 - v. Calculate the firm's degree of total leverage (DTL).
- b. Axel Telecommunications has a target capital structure that consists of 70% debt and 30% equity. The company anticipates that its capital budget for the upcoming year will be \$3,000,000. If Axel reports net income of \$2,000,000 and it follows a residual dividend payout policy, what will be its dividend payout ratio? Explain the logic of the residual dividend model, the steps a firm would take to implement it, and the reason it is more likely to be used to establish a long-run payout target than to set the actual year-by-year payout ratio. 10

ISLAMIC UNIVERSITY OF TECHNOLOGY (IUT)
ORGANISATION OF ISLAMIC COOPERATION (OIC)

DEPARTMENT OF BUSINESS AND TECHNOLOGY MANAGEMENT

Final Examination	Summer Semester, A. Y. 2020-2021
Course No. : BTM 4603	Time : 3 Hours
Course Title : Operations Management	Full Marks : 150

Answer all 6 (six) questions. All questions carry equal marks. Marks in the margin indicate full marks. Do not write on this question paper.

-
- 1. a) Explain the strategic importance of process selection and the influence it has on the organization and its supply chain. 09
 - b) Describe process layouts and their main advantages and disadvantages 09
 - c) Show a comparison of functional layouts and cellular layouts 07
 - 2. a) "Sustainable production is the creation of goods and services using processes and systems that are: non-polluting; conserving of energy and natural resources; economically efficient; safe and healthful for workers, communities, and consumers; and socially and creatively rewarding for all working people." How can we achieve this goal? Describe with an example. 15
 - b) Briefly explain the five process types, and indicate the kinds of situations in which each would be used. 10
 - 3. a) The City Transportation Planning Committee must decide whether to begin a long-term project to build a subway system or to upgrade the present bus service. Suppose you are an expert in fixed path and variable-path material-handling equipment, and the committee seeks your counsel on this matter. What are the advantages and limitations of the subway and bus systems? 10
 - b) Some Japanese firms have a policy of rotating their managers among different managerial jobs. In contrast, American managers are more likely to specialize in a certain area (e.g., finance or operations). Discuss the advantages and disadvantages of each of these approaches. Which do you prefer? Why? 15
 - 4. Think of a new or revised product or service that you would like to see on the market. Discuss the implications of producing that product or service relative to legal, ethical, environmental, profitability, competitive, design, and production issues. 25
 - 5. a) A Chinese company has two manufacturing plants, one in China and one in another country. Both produce the same item, each for sale in their respective countries. However, their productivity figures are quite different. The analyst thinks this is because the Chinese plant uses more automated equipment for processing while the other plant uses a higher percentage of labor. Explain how that factor can cause productivity figures to be misleading. Is there another way to compare the two plants that would be more meaningful? 13
 - b) Contrast the meanings of the terms job enlargement and job enrichment. What is the 12

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DEPARTMENT OF BUSINESS AND TECHNOLOGY MANAGEMENT

Final Semester Examination

Summer Semester, A. Y. 2020-2021

Course No. : BTM 4605

Time : 3 Hours

Course Title : International Business Environment

Marks : 150

There are **6 (six)** questions. You have to answer **all the 6** questions in total. All questions carry equal marks. Marks in the margin indicate full marks.

-
- 1. a) What are the benefits of foreign direct investment in terms of host- country? 15
Explain with examples.
 - b) Define product life cycle theory of international trade. Graphically evaluate the 10
theory with example.
 - 2. a) Define market economy and command economy. How does mixed economy 10
mitigate the flaws of pure market economy and pure command economy?
 - b) What is global capital market? What are the reasons behind using global capital 15
market from borrowers' and investors' perspective? Discuss with example.
 - 3. a) What is regional economic integration? Briefly explain five levels of regional 12
integration.
 - b) Analyze the effects of trade creation and trade diversion on efficient production 9
and consumption in international market.
 - c) Differentiate between foreign bond and Eurobond. 4
 - 4. a) Define the following term with example: 12
 - i) Spot exchange rate
 - ii) Forward exchange rate
 - iii) Currency swap
 - b) What is arbitrage in currency conversion? How do investors and borrowers 8
choose arbitraging opportunity in foreign exchange market? Give example.
 - c) How does bandwagon effect create impact on exchange rate fluctuation? 5

5. a) Explain the theory of purchasing power parity and relative purchasing power parity with example. 8
- b) Briefly explain the theory of international fisher effect (IFE). 7
- c) "France and Malaysia differ in reforming international business contracts under civil law and common law framework. Unfortunately, a dispute arises at the time of international trade."
Based on the above situation, discuss the following:
- i. Why there might be several differences in contract law in international trade?
 - ii. What could be the policies to settle the contract disputes between France and Malaysia?

6. a) Define Eurocurrency Market. What do you mean by Euro-dollar, Euro-yen, Euro-pound, and the Euro-euro? 7
- b) In 1944, at the height of World War II, representatives from 44 countries met at Bretton Woods, New Hampshire, to design a new international monetary system. With the collapse of the gold standard and the Great Depression of the 1930s. The agreement reached at Bretton Woods established two multinational institutions the International Monetary Fund (IMF) and the World Bank. The Bretton Woods agreement also called for a system of fixed exchange rates. But the system finally collapsed in 1973, and since then we have had a managed-float system. As the only currency that could be converted into gold, and as the currency that served as the reference point for all others, the dollar occupied a central place in the system. 18

Instructions:

- i. What are the differences between fixed and floating exchange rate?
- ii. Briefly explain the case for floating exchange rate.
- iii. Would international business be better off under a fixed regime, or are flexible exchange rates better? Critically analyze.

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DEPARTMENT OF BUSINESS AND TECHNOLOGY MANAGEMENT

Semester Final Examination	Summer Semester, A. Y. 2021-2022
Course No. : BTM 4609	Time : 3 Hours
Course Title : Management Information Systems	Full Marks : 150

Answer all 6 (six) questions. All questions carry equal marks. Marks in the margin indicate full marks.

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1. a) Diskonto operates deep-discount stores in Estonia offering housewares, cleaning supplies, clothing, health and beauty aids, and packaged food, with most items selling for a very low price. Its business model calls for keeping costs as low as possible. The company has no automated method for keeping track of inventory at each store. Managers know approximately how many cases of a particular product the store is supposed to receive when a delivery truck arrives, but the stores lack technology for scanning the cases or verifying the item count inside the cases. Merchandise losses from theft or other mishaps have been rising and now represent more than 3 percent of total sales. 10
What decisions have to be made before investing in an information system solution?

 - b) In the view of Sociotechnical information systems, optimal organizational performance is achieved by jointly optimizing both social and technical systems in production. Adopting a sociotechnical systems perspective helps to avoid a purely technological approach to information systems. 10
Give one relevant example to describe the mutual adjustment of technical and social perspective in a sociotechnical system.

 - c) The University of Pittsburgh Medical Center (UPMC) relies on information systems to operate 19 hospitals, a network of other care sites, and international and commercial ventures. Demand for additional servers and storage technology was growing by 20 percent each year. UPMC was setting up a separate server for every application, and its servers and other computers were running a number of different operating systems, including several versions of Unix and Windows. UPMC had to manage technologies from many different vendors, including Hewlett-Packard (HP), Sun Microsystems, Microsoft, and IBM. 5
Assess the impact of this situation on business performance. What factors and management decisions must be considered when developing a solution to this problem?

 2. a) How do systems serve the different management groups in a business and how do systems link enterprise to improve organizational performance? 10

 - b) Think about your role as a manager in ten years in your company. Your team has 10 people, three of whom report to you; two of them report to other managers; and rest of five work for different departments. Your company uses Open Gizmo 2025 with integrated mobile video, augmented by Google/ Facebook's Whammo++ Star, all of which have many features that enable employees and teams to instantly publish their ideas in blogs, wikis, videos, and whatever other means have become available. Your employees no longer are assigned computers at work; a liberal, yet secure, BYOD policy enables them to use their own devices, often in their own unique way. Of course, your employees have their own accounts on whatever Facebook, Twitter, LinkedIn and 15

other social networking sites have become popular, and they regularly contribute to them.

Required:

- i. How do you manage your team?
 - ii. Describe the ways in which the use of social media is changing today.
 - iii. Summarize possible management challenges when controlling employees ten years in the future.
3. a) A big data analytics organization has launched a connecting program, around the Bangladesh to train faculty members across 500 campuses. Every year at least 20 faculty members from each campus need to register for this program. The faculty members will be trained on the big data analytics and other emerging technologies. As a coordinator of this program, you need to track faculty members, their campuses and the technology they have registered for in the current term. You have decided to represent this situation with an ER diagram. Hence, 10
- i. Identify various entities in this given scenario.
 - ii. After identification of entities, find out the attributes of the identified entities.
 - iii. The next task is to list the identifiers to be used in the final ER diagram.
 - iv. Before going for the depiction of the given scenario using ER Diagram, figure out the relationship among the identified entities.
 - v. After performing the above steps, make an ER Diagram to depict your findings.
- b) What are the principal tools and technologies for accessing information from database to improve business performance and decision making? 10
- c) Identify the necessity of big data analytics in healthcare sector in the context of Bangladesh. 5
4. a) How can new hardware affect competitive strategies? Explain why smart devices are desirable. Give two examples of how business could benefit from smart devices. 10
- b) "Cloud is the future of the organization". Justify the statement. 5
- c) A company that sells news online, wants to deliver content to its customers more quickly and efficiently, based on their geographic location. How can it achieve this? Explain. 10
5. a) Columbiana is a small, independent island in the Caribbean that has many historical buildings, forts, and other sites along with rain-forests and striking mountains. A few first-class hotels and several dozen less-expensive accommodations lie along its beautiful white-sand beaches. The major airlines have regular flights to Columbiana, as do several small airlines. Columbiana's government wants to increase tourism and develop new markets for the country's tropical agricultural products. 10
- How does an e-commerce help to accelerate the business? What Internet business model would be appropriate for e-commerce?

- b) In recent years' majority of organizations are using social media for HR processes and for managing their staff. Assume that, your organization is not using social media to manage the human resources. 5
What kind of benefits will you get if you use social media in your organization to manage the internal staff?
- c) Office Depot sells a wide range of office products and services in the United States and internationally, including general office supplies, computer supplies, business machines (and related supplies), and office furniture. The company tries to offer a wider range of office supplies at lower cost than other retailers by using just-in-time replenishment and tight inventory control systems. It uses information from a demand forecasting system and point-of-sale data to replenish its inventory in its 1,600 retail stores. 10
How does existing system help Office Depot to minimize costs and ensure benefits for customer? Explain.
6. a) As a future business manager, you will have a key role in information systems (IS) development. In order to accomplish the goals of your department, you need to ensure that effective procedures exist for using the information system. You need to ensure that personnel are properly trained and are able to use the IS effectively. If your department does not have appropriate procedures and trained personnel, you must take corrective action. System development is difficult and risky. Many projects are never finished. Of those that are finished, some are 200 or 300 percent over budget. Still other projects finish within budget and schedule, but never satisfactorily accomplish their goals. You may be amazed to learn that systems development failures can be so dramatic. You might suppose that with all the computers and all the systems developed over the years. Discuss the five major challenges to systems development for electronic health record systems. 10
- b) For an additional fee, a customer purchasing an appliance, such as a washing machine from Appliance Warehouse, with headquarters in Auckland New Zealand, can purchase a three-year service contract. The contract provides free repair service and parts for the specified appliance using an authorized service provider. When a person with a service contract needs to repair an appliance, such as a washing machine, he or she calls the Repairs & Parts department to schedule an appointment. The department makes the appointment and gives the caller the date and approximate time of the appointment. The repair technician arrives during the designated time frame and diagnoses the problem. If the problem is caused by a faulty part, the technician replaces the part if he or she is carrying the part. 15
If the part is not in stock, a technician orders the part and gives the customer an approximate time when the part will arrive. The part is shipped directly to the customer. After the part has arrived, the customer must call to schedule a second appointment for a repair technician to replace the ordered part. This process is very lengthy. It may take two weeks to schedule the first repair visit, another two weeks to order and receive the required part, and another week to schedule a second repair visit after the ordered part has been received.
Required:
i. Diagram the existing process for Appliance Warehouse based on this scenario.
ii. What is the impact of the existing process on operational efficiency and customer relationships?
iii. How could information systems help to make this process more efficient with improved process?

ISLAMIC UNIVERSITY OF TECHNOLOGY (IUT)
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DEPARTMENT OF BUSINESS AND TECHNOLOGY MANAGEMENT

Final-Semester Examination
Course No. : BTM 4627
Course Title : Enterprise Resource Planning

Summer Semester, A. Y. 2020-2021
Time : 3 Hours
Marks : 150

There are 6 (six) questions. Answer all the questions. All the questions carry equal marks.
Figures in the margin indicate full marks.

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- 1. a) Discuss the disadvantages of information islands, where each department has its own data collection and analysis systems. Why is it important to have integrated information system? Explain with example. 08
 - b) What is the difference between ERP and MRP? Explain the evolution of ERP from the 1960s to 2000s. 10
 - c) How can extended ERP system helps in improving overall value chain of an enterprise? 07

 - 2. a) What are the duties and responsibilities of management, employees, vendors and consultants in the ERP implementation? 08
 - b) Explain the different phases of the ERP implementation life cycle with the help of a diagram. 12
 - c) Why is it important to calculate payback period and NPV for ERP implementation? 05

 - 3. a) What do you mean by gap analysis and how it is done? What is the difference between "small r" and "big R"? 10
 - b) Your organization wants to implement an ERP system. Suggest the most appropriate ERP package for your organization. 07
 - c) Enlist various modules available in SAP, Oracle E-Business Suite, Microsoft Dynamics and ERP2all. 08

 - 4. a) What is a Business Blueprint? 05
 - b) The Purchase module within ERP is regarded as the module with the most interfaces to Accounting module. Describe the interfaces between the Purchase and Accounting for preparing business blueprint. 10
 - c) How can an on-line company handle the return process? Develop a cross-functional flowchart to model the Return process. Write a formal memo to the CEO on how this process can be improved or reengineered. 10

- 5 a) Assume you are the salesperson calling on the local headquarters for a chain of convenience stores in your area. You just started this job, and you are nervous about meeting your customer for the first time. Describe all the problems you might encounter when taking and filling the order. Now assume you have an ERP system in place. Describe the sequence of events involved in selling the snack bars to the convenience stores with the new system in place. 10
- b) Imagine that your uncle owns and operates a construction company. Up until now, your uncle has "taken care of the books" by keeping financial records by hand. However, business is picking up, and he has gotten far behind in filing taxes, paying bills, and so on. Why he needs an ERP system and how it would help with not only the burden of billing, payroll, and filing taxes, but also with keeping track of the company's expensive machinery. 05
- c) How can a business better serve its customers using the Odoo ERP? How does an ERP system like Odoo simplify looking up customer numbers, setting a delivery date, and charging a unique price to a given customer? 10
- 6 a) What are the technologies that improve the efficiency of ERP systems and enable the companies to do business at Internet speed? 10
- b) What is the impact of open source ERP on the ERP market? 05
- c) Given an average of 250 applicants for a good job in certain companies, an AI-based program can analyze applicants' resumes and find qualified candidates who did not apply but placed their resume in Data Warehouse. Describe the roles and purposes of data warehouses in an organization. 10

ISLAMIC UNIVERSITY OF TECHNOLOGY (IUT)
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DEPARTMENT OF BUSINESS AND TECHNOLOGY MANAGEMENT (BTM)

Final Examination
 Course Code: **BTM 4633**
 Course Title: **Strategic Operations Management**

Summer Semester: 2020-2021
 Time: 3 Hours
 Full Marks: 150

Answer All questions. All questions carry equal marks. Marks in the margin indicate full marks. Do not write on this question paper.

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1. (a) What are the links between operations strategy and business strategy? 8
 Why is operations strategy vitally important in modern-day operations management?
- (b) "Invention is not enough" was the response given by a major designer/manufacturer when asked about the secrets of successful innovation. 7
 What other factors need to be managed to ensure a good idea makes it through to successful implementation?
- (c) As the business team sits at their round conference table, Rita brings up an issue now near to her heart. She has just become engaged to Duke, who works for Pepsi Co. Duke is worried about his new job. Coke's CEO Robert Goizueta has created more wealth for shareholders than any CEO in history with the single focused strategy of making Coke the domestic and international drink. On the other hand, Pepsi is a conglomerate with domestic and international drinks; restaurants such as Sonargaon, Sheraton, Sundarban, and Pizza Hut etc. Bottling operations. While Coke has been focused on selling Coke, Pepsi has diversified, pouring billions of dollars into other capital-intensive business. Some think Pepsi has lost the cola wars, both in Bangladesh and overseas. Duke wants the teams advise about what strategic help he can give his new boss. 10
- Questions:**
- (i) Taking the steps in the strategic process in order, what advice do you think the team should give Duke?
- (ii) What factor do you think have led Pepsi to choose its strategy instead of Coke's strategy?
- iii) What strategic planning changes would you recommend to Pepsi and why?
2. (a) 'Innovation is a survival imperative, not a luxury!' Thinking of an organization with which you are familiar, think about whether this statement applies – and if it does, what kinds of innovation can you trace in its history? 10
 What activated them, and what difference did they make?

- (b) What are the challenges facing operations managers in obtaining competitive advantage from proficiency in supply management? Use examples from a heavy manufacturing industry (e.g. steelmaking), a light manufacturing industry (e.g., televisions), a service sector organization using materials (e.g., catering) and a service organization with almost no materials (e.g. finance). 7
- (c) In what ways are customers and supplier's competitors and collaborators? How would this apply if one of them has a monopoly? 8
3. (a) Give examples of ways in which organizations might achieve differentiation in their own sale market by managing supply in new ways. 8
- (b) Think of any project and contrast and critically evaluate between pull and push factors of project organization in your project. 7
- (c) How should firms go about making the choice between improving their existing approach to capacity and scheduling management or radically changing their process to reconfigure the notion of capacity? 10
4. (a) Think of any project and explain whether your chosen project also requires all the characteristics. Justify your opinion. 8
- (b) 'Total' quality management involves an integrated approach, combining tools, strategy, structure and involvement. What are the key components in a successful program and how can strategic operations managers establish and sustain TQM in organizations? 10
- (c) Quality management used to be a specialist function carried out by a specialist manager. Why has it become a mainstream task and a key part of the strategic operations manager's job? How can strategic operations managers contribute to creating businesses capable of competing on quality? 7
5. (a) It is commonplace to hear managers and chairmen of companies say that 'people are our biggest asset' – but often this is nothing more than words. In what ways can people make a difference to the way a business operates – and how can this potential be realized? 8
- (b) Do you think Bangladesh should manufacture automobile in the country? Why or why not? Discuss your opinion incorporating the concept of public demand and capacity of production in Bangladesh 7
- (c) 'The beauty of it is that with every pair of hands you get a free brain!' This quote from a manager highlights the potential of employee involvement, but the fact remains that most organizations still do not manage to engage their workforce on a systematic and sustained basis. What are the main barriers to doing so – and how would you, as a strategic operations manager, try and increase active employee involvement in continuous improvement of the business? 10
6. (a) Assume that you are the owner of an export quality man's garments manufacture firm. Do you think for your products 'inventory management issue' should be a key success factor? Why or why not? Discuss. 10
- (b) Case: Haji's Biriani** 15
- HAJI's BIRIANI, a house of quality fined rice mixed with beef, wants to

extend its service and is considering broadening its menu to offer Kabab (roasted meat) and Shahi Halim (a kind of porridge made with beans, meat, etc) in addition to its only special menu Biriani. It has been running its business by selling Biriani for a long time, and it has got enough name and fame and superiority over other in this sector. Though it has a great demand every day. It does not cook Biriani more than two haris (Large rounded vessel used for cooking) per day only to maintain its quality and taste. Haji thinks that the new menus will not be made in large volume, as is its standard item, and the owner, Haji is therefore evaluating whether or not the new menus will be introduced while there exist a number of quality restaurants and Kabab house offering them.

He is also evaluating decisions regarding whether or not the new menus will be prepared and served ahead of time. If he chooses not to prepare Kabab and Halim ahead of demand, it will move away from the dependability –service characteristic for these items. If these items are prepared ahead and held, these might not appear so fresh and be so tasty. This option would cause the company to move away from a high – quality emphasis. If the items are prepared at some rate of reasonable expected demand and thrown away if not demanded Haji's cost performance will suffer. On the other hand, concentration on the new items may demise his existing quality and demand of Biriani.

Questions:

- (i) Visualize yourself in the position of Haji. Now how will you manage the operations features to remain consistent with its position?
- (ii) Do you think that you should apply high technological support for his operations? If yes, then do you think that it can affect his quality of products? Why? (Given those existing operations are performed manually)
- (iii) As a manager of Haji, do you support this diversification? Justify your answer.

BBA in TM, 6th Sem.

Date: April 06, 2022 (Morning)

ISLAMIC UNIVERSITY OF TECHNOLOGY (IUT)
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DEPARTMENT OF BUSINESS AND TECHNOLOGY MANAGEMENT

Final Examination
Course No. : BTM 4661
Course Title : Textile Technology

Summer Semester, A. Y. 2020-2021
Time : 3 Hours
Marks : 150

Answer all the six (6) questions. All questions carry equal marks. Marks in the margin indicate full marks. Do not write on this question paper. Programmable calculators are not allowed.

1. a) What do you understand by natural fibre and man-made fibre? Distinguish between natural fibre and man-made fibre. 08
- b) Mention the different uses of i) Jute fibre; ii) Silk fibre; and iii) Acrylic fibre. 09
- c) Write the manufacturing flowchart of carded and combed yarn with proper input and output material. 08

2. a) State the objective of draw frame and comber? 08
- b) The input and delivery material of draw frame is sliver. In that case why is the two draw frame used in ring spinning process? 06
- c) What do you mean by Tex, English count and Jute count? 06
- d) If 600 meters cotton yarn weight 30 gram, then what will be the cotton yarn count? 05

3. a) Define the following terms: i) course; ii) stitch density; iii) PPI; and iv) EPI 05
- b) Show the classification of knitted fabric. How do you differentiate knit and woven fabric? 08
- c) Mention the woven fabric manufacturing process flow diagram. 07
- d) Find out the weight of yarn in Kg required for producing 1000 yards of fabric from the following specification if the wastage for warp yarn and weft yarn 5% and 8% respectively-

$$\frac{160 \times 120}{44 \times 36} \times 54''$$

4. a) What are the basic steps involved with textile wet processing? Show the flow diagram of wet processing in textile manufacturing. 08
- b) Why the following steps are essential in textile wet processing? 10
 - i) Singeing ii) sizing iii) desizing iv) Scouring and belaching
- c) What is printing? Distinguish between printing and dyeing. 07

5. a) Explain - why is the mercerization process called value added process in textile? 06
b) Classify the types of clothing materials. 06
c) Draw a sketch of a basic trouser/pant and mention its different parts. 07
d) Draw a sketch of a zipper and indicate its various parts. 06
6. a) What do you mean by "level" in garments? What is the importance of leveling in garments? 08
b) What do you understand by garments sample? Why is it essential to make a sample before start garments production? 07
c) Show the diagram of garments manufacturing process. 10

BBA in TM, 8th semester

Date: April 1, 2022 (Morning)

ISLAMIC UNIVERSITY OF TECHNOLOGY (IUT)
ORGANISATION OF ISLAMIC COOPERATION (OIC)

DEPARTMENT OF BUSINESS AND TECHNOLOGY MANAGEMENT

Final Semester Examination

Summer semester, A. Y. 2020-2021

Course No.: **BTM 4801**

Time : 3 Hours

Course Title: Project Management

Marks : 150

There are **Six (06)** questions. Answer all the **6 (six)** questions. All questions carry equal marks.
Marks in the margin reflect the full marks.

1. a) Why is leadership important in project management? What leadership skills do you find most necessary for effective and efficient project management? Discuss with suitable examples. 10
- b) Briefly discuss different types of leadership in project management with suitable examples. 15
2. a) What is project management methodology? Briefly discuss at least two project management frameworks that best fit your team's needs. 15
- b) What is a deliverable in project management? Draw an interrelationship between deliverables and project objectives. 10
3. a) What are project management skills and tools? Briefly discuss its importance in effective implementation of projects. 15
- b) What do you mean by collaboration and team collaboration in work place? Discuss. 10
4. a) What is software project management and why it is important? Briefly discuss the benefits of project management software with suitable examples. 10
- b) Briefly discuss the Web Based and Desk Top soft wares along with its functions. Briefly discuss the characteristics of project management software. 15
5. a) What do you mean by project portfolio management? Briefly discuss the document management and resource software management process. 10
- b) Briefly overview at least two of best project management tools. 15
6. a) What do you mean by project budget? Why do you need a project budget? 10
- b) Briefly discuss different phases of project budgeting with example. 15

ISLAMIC UNIVERSITY OF TECHNOLOGY (IUT)
ORGANISATION OF ISLAMIC COOPERATION (OIC)

DEPARTMENT OF BUSINESS AND TECHNOLOGY MANGEMENT

Final Examination

Summer Semester, A. Y. 2020-2021

Course No. : BTM 4829

Time : 3 Hours

Course Title : International Finance

Full Marks : 150

Answer all 6 (six) questions. All questions carry equal marks. Marks in the margin indicate full marks. Do not write on this question paper.

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1. a) Define appreciation and depreciation with example. 6
 - b) What is exchange rate equilibrium? Assume UK interest rate rise while US interest rate remain constant, what will happen in equilibrium exchange rate? 10
 - c) Consider present political crisis of Sri Lanka and Pakistan and explain why political risk may discourage international business. 9

 2. a) The one year interest rate in New Zealand is 6%. The one year US interest rate is 10%.The spot rate of NZ\$ is \$.50. The forward rate of NZ\$ is \$.54. Is covered interest arbitrage feasible for U.S investors? Is it is feasible for New Zealand investors? In each case, explain why covered interest arbitrage is or is not feasible. 9
 - b) Explain corporate motives for forecasting exchange rates. 6
 - c) Describe the fundamental technique for forecasting exchange rates. What are some limitations of using a fundamental technique to forecast exchange rates? 10

 3. a) If perfect markets existed, would wages, prices, and interest rates among countries be more similar or less similar than under conditions of imperfect markets? Why? 8
 - b) Should the governments of Asian countries allow their currencies to float freely? What would be the advantages of letting their currencies float freely? What would be the disadvantages? 10
 - c) Explain with example how the product cycle theory relates to the growth of an MNC. 7

 4. a) Define foreign direct investment. What are the revenue related motives for FDI? 9
 - b) What are protective, red tape and industry barriers in foreign direct investment? 6
 - c) AB Bank expects that Mexican peso will depreciate against the U.S dollar from its sport rate of \$.43 to \$.42 in 60 days. The following interbank lending and borrowing rate exist: 10

Currency	Lending Rate	Borrowing Rate
U.S dollar	7.00%	7.2%
Mexican peso	22.0%	24.0%

AB Bank considers borrowing 10 million Mexican peso in the interbank market and investing the funds in U.S dollars for 60 days. Estimate the profits (or losses) that could be earned from this strategy? Should AB bank pursue this strategy?

5. a) Briefly discuss importance of country risk analysis for a multinational company. 7
b) Define locational arbitrage and triangular arbitrage with example. 8
c) Why do you think a country suddenly decides to peg its currency to the dollar or some other currency? When a currency is unable to maintain the peg, what do you think are the typical forces that break the peg? 10
6. A project in South Korea requires an initial investment of 2 billion South Korean won. The project is expected to generate net cash flows to the subsidiary of 3 billion and 4 billion won in 2 years operation, respectively. The project has no salvage value. The current value of the won is 1,100 won per U.S dollar, and the value of the won is expected to remain constant over the next 2 years. 25
- i. What is the NPV of this project if the required rate of return is 13%.
- ii. Repeat the question, except assume that the value of the won is expected to be 1,200 won per U.S dollar after 2 years. Further assume that the funds are blocked and that the parent company will only be to remit them back to the United States in 2 years. How does this affect the NPV of the project?

ISLAMIC UNIVERSITY OF TECHNOLOGY (IUT)
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DEPARTMENT OF BUSINESS AND TECHNOLOGY MANAGEMENT

Semester Final Examination

Summer Semester, A. Y. 2020-2021

Course No. : **BTM 4857**

Time : 3 Hours

Course Title : Strategic Human Resource Management

Marks : 150

Answer all the **6 (six)** questions. All questions carry equal marks. Figures in the margin indicate full marks.

1. a) Define the following concepts with example: 9
 - i. "Bad penny" responsibility
 - ii. Obsession with trends
 - ii. Silent obedience
- b) 'Anybody can do HR development.' – Do you agree with this statement? Why and why not? 9
- c) Differentiate between strategic HR development and HR management. 7
2. a) What do you mean by talent acquisition and talent management in HR? 8
- b) "Manage your talent pipeline like a supply chain." Analyze this statement. 8
- c) What do you mean by As-Is-Analysis? What are the indicators of As-Is-Analysis? Discuss. 9
3. a) What is sustainable human resource management? Briefly explain the importance of sustainability practice in HRM. 9
- b) How can Sustainable HRM contribute to attracting, developing, and retaining highly qualified human resources over time? 9
- c) Discuss the differences between strategic and tactical compensation benefits for the employees. 7
4. a) Define employer branding with example. Discuss the importance of employer branding. 10
- b) Differentiate between intrinsic and extrinsic rewards. 7
- c) How does job experience create impact on employee development? Analyze. 8

5. a) What is transfer of training? How does work environment characteristics influence transfer of training? Analyze. 8
- b) How can big data help you understand the need of required future workforce? Discuss. 8
- c) Discuss the differences between training and development. 9
6. a) Suppose you are working with an employee who you know greatly dislikes performing a particular task. You need to get this task completed, however, and this person is the only one available to do it. What would you do to motivate that person? 8
- b) Suppose, you are working in a team, and you often face several differences of opinion. What was the biggest differences of opinion you ever had with your co-worker? How did you resolve that situation?" 8
- c) Suppose, you had an idea for change in work procedure that would enhance quality, but some members of your work group were hesitant to make the change. What would you do in that situation?" 9

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DEPARTMENT OF BUSINESS AND TECHNOLOGY MANAGEMENT

Final-Semester Examination

Summer Semester, A. Y. 2020-2021

Course No. : BTM 4869

Time : 3 Hours

Course Title : Decision Support Systems

Marks : 150

Answer all the 6 (six) questions. All the questions carry equal marks. Marks in the margin indicate full marks.

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|----|---|----|
| 1 | a) Define DSS. | 5 |
| | b) What do you understand by business analytics? Discuss three types of business analytics. | 10 |
| | c) Define AI. Discuss three flavor of AI with example. | 10 |
| 2 | a) What is an ANN? | 5 |
| | b) Identify and discuss the types of business problems can be solved with ANN? | 10 |
| | c) What is a model ensemble? Discuss the difference between bagging- and boosting-type ensemble models? | 10 |
| 3 | a) Define data mining. | 5 |
| | b) Explain major data mining methods and algorithms? | 10 |
| | c) List and briefly define at least two classification techniques. What are some of the criteria for comparing and selecting the best classification technique? | 10 |
| 4 | a) What is text analytics? How does it differ from text mining? | 5 |
| | b) What do you understand by Sentiment Analysis? What are the most popular application areas for sentiment analysis? | 10 |
| | c) What is social media analytics? How can you measure the impact of social media analytics? | 10 |
| 5. | a) How do you define Big Data? Out of the "V"s that are used to define Big Data, in your opinion, which one is the most important? Why? | 5 |
| | b) What is MapReduce? What does it do? How does it do it? | 10 |

c) How does stream analytics differ from regular analytics? How does it critical event processing relate to stream analytics? 10

- 6 a) State the general assumption of forecasting. 5
- b) A famous chicken fry restaurant has the following ten weeks of demand data. Forecast their demand for the 11th week using simple exponential smoothing where alpha is 0.2. 10

Period	1	2	3	4	5	6	7	8	9	10
Demand	517	510	557	498	498	444	526	441	541	445

c) Applying MAD and MAPE, find out which of the following two forecasting methods is suitable for the following fast-food restaurant. 10

Period	1	2	3	4	5
Demand	444	526	441	541	445
Exponential Smoothing Forecast	508	495	501	489	499
Moving Average Forecast	516	501	504	481	490

BBA in TM, 8th Sem.

Date: April 13, 2022 (Morning)

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DEPARTMENT OF BUSINESS AND TECHNOLOGY MANAGEMENT

Final-Semester Examination Summer Semester, A.Y. 2020-2021
Course Code : BTM 4883 Time : 3.00 Hours
Course Title : Consumer Behavior Full Marks : 150

Answer all the 6 (Six) questions. All questions carry equal marks. Marks in the margin indicate full marks. Do not write on this question paper.

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- 1. (a) What do you mean by difficult consumer? How can you handle difficult consumers in service organizations? 10
 - (b) Describe with real life examples- how you can predict irrational consumer behavior. 15
 - 2. (a) Explain the influence of different marketing mix elements on consumer behavior. 15
 - (b) Critically evaluate the statement- "Heuristics is a key concept to understand the psychology of shopping." 10
 - 3. (a) Explain the components of the model of consumer behavior. 10
 - (b) Describe the hurdles that a marketer might face in implementing green marketing initiatives and the ways to overcome those hurdles. 07
 - (c) Compare the consumer behavior during Covid-19 situation and Post-pandemic situation. 08
 - 4. (a) What do you mean by economics of information? 03
 - (b) "The changes in technological environment encourages people to change their consumption behavior."-Describe the statement. 10
 - (c) Describe the implications of group membership, family, culture, lifestyle, and social class for developing marketing strategy. 12
 - 5. (a) Explain the process of need recognition. 05
 - (b) "Attitude is a small thing that creates a big difference."-Evaluate the statement in the context of consumer behavior. 10
 - (c) "When you buy heavily advertised products, you are paying for the label, not for higher quality."- Do you agree with this common market belief? Why or why not? 10
 - 6. (a) Define "impulse buying." 03
 - (b) What do you mean by time poverty? Describe the economic, social, and psychological meaning of time. 12
 - (c) Describe the statement- "Many brands lead consumers down confusing purchase paths. The savviest ones simplify and personalize the route." 10