

**Tribhuvan University**  
Saraswati Multiple Campus

Faculty of Management

Subject: Organizational Behaviour  
Hours

**BBM 5th** semester. Year 2022

FM: 60

Time: 3

*Candidates are required to answer all the questions in their own words as far as practicable.*

**Group A**

**Brief Answer Questions:**

[6×1=6]

1. ✓ What you meant by caused behaviour?
2. ✓ What do you mean by cognitive dissonance?
3. ✓ What do you mean by behaviour modification?
4. ✓ What do you mean by group cohesiveness?
5. ✓ Write any four importance of motivation.
6. ✓ What is job satisfaction?

**Group B**

**Descriptive Answers Questions**

[6×3=18]

7. Discuss how OB is an interdisciplinary subject.
8. Define perception. Explain the perceptual process.
9. Do you agree that heredity, family, siblings, and environment are important to personality development?
10. Compare and contrast Maslow's need hierarchy theory with Herzberg's two factor theory of motivation.
11. It is said that learning becomes effective when it is based on certain principles. Give you logic.
12. Does it make more sense to change a person's leadership style or the situation? How would Fiedler answer this question?

**Group C**

**Analytical answers Questions**

[4×6=24]

13. ✓ Leadership is important to commit a group of people towards specific goals and to make use their potentials to realise the goals. Leadership has the ultimate aim of raising the level of human conduct and the ethical aspirations of people. Do you agree or not? Give your logic.
14. ✓ "Communication is highly significant because of its role in facilitating managers in discharging their fundamental functions. Its role in making organisations function successfully and in motivating, controlling, and changing employees' attitudes is also important". Give your opinion.

15. Organisational change is the process through which an organisation moves from the present state to an improved new state. Change is vital for organisation's survival. Justify.

16. What do you mean by attribution theory? Explain the determinants of attribution theory.

#### **Group D**

#### **Comprehensive Answer Questions:**

[12]

17. The president has called a meeting to get your feedback on Ramesh, a department manager. Ramesh is what some people call "from the old school" of management. He is gruff, bossy, and often shows an "it's my way or the highway" attitude. Ramesh is about five years from retirement and claims that what he does, he does best for the organization. The nature of not disclosing nature on major data, issues, problems, and prospects, a number of young staff called him "show piece" for the organization. Recent days, Ramesh faced high turnover rate in his department and many of his colleagues are moving around because of everything he holds rather than sharing among the friends. Team work, personal networking, and developing successor are never blow in his heart and mind. There have been several complaints on company surveys about him from his department and from outside his department. People have commented on the fact that Ramesh is "rude" during meetings and doesn't let others contribute. There are times when he has belittled people in meetings and in the hallway. He also talks about his staff "critically" or "negatively" to other managers. But Ramesh is a brilliantly talented person who adds a vast needed knowledge and experience to the company. He is extremely dedicated to the company and lets people know this by his arrival each day at 9.30 a.m. and his departure at 6:00 p.m. He has been with the company for 32 years and he reports directly to the president. Ramesh has gone to the many departments and complained that the people his seniors hire are not a good fit for the company. The new employees don't listen and they have a poor work ethic. Based on above case attempt following questions:

a. What suggestions do you have for the president on how to coach Ramesh and develop his improvement plan?

b. The president of the organization asks you for your plan to improve the organization. Now, prepare a brief plan to improve overall organizational performance.

c. Do you suggest the transformational leadership helps to solve the issue? If yes, what do you suggest to president to follow to be transformational leader? If not, how do you justify that transactional leadership works for organizational leadership?

**The End**



TRIBHUVAN UNIVERSITY  
SARASWATI MULTIPLE CAMPUS  
FACULTY OF MANAGEMENT  
*Pre-board Examination*  
2022

Full Marks: 60  
Time: 3 hours

<b>BBM / Fifth Semester / 314: Legal Environment of Business</b>
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*Candidates are required to answer all the questions in their own words as far as practicable*

**Group A**

**Brief answer the questions.**

**(1x6=6)**

1. "Minor's contract is void contract" comment.
2. "If there is no consideration there is no contract" justify it.
3. What is the present structure of Nepalese legal system?
4. If you buy a pen from the shop without checking, can you exchange the pen after two days?
5. Why is consumer right important for legal environment of business?
6. What do you mean by arbitration in the case of business disputes?

**Group B**

**Descriptive questions:**

**(6x3=18)**

7. Mention the power and authority of auditor in a company
8. What are the modes of creating agency? Mention the right and duties of agent.
9. What are the rights and duties of the bailor and bailee in brief?
10. What are the factors to affect free consent? Explain in brief.
11. What are the features of Nepalese legal system?
12. Mention the procedure of legal treatment in the judicial structure

**Group C**

**Analytical Answer Questions:**

**(6x4=24)**

13. What do you mean by contract of sales? What are the rights and duties of unpaid seller? Mention with short description.
14. What are the essential elements of valid contract? Explain any seven of them.
15. Mention the features of BAFIA Act 2073 and Company Act 2063.
16. What do you mean by bailment? Mention the rights and duties of pawner and pawnee.

### Group D

17. Read the following cases carefully and answer the following questions: (4x3=12)

a) Aishwarya, a singer promised to perform in Govinda's theater Hall twice a week for two months. Govinda promised to pay Rs, 50,000 per performance. After 6<sup>th</sup> performance Aishwarya remained absent willfully. Answer the following questions in the given Issue. 4

i) Discuss the nature of the breach of contract. What actions can be brought by Govinda against Aishwarya?

ii) Discuss the consequences of this contract, if Aishwarya could not perform the program, due to the destruction of the music hall by fire.

b) Kamal booked a flat of Hari for 1<sup>st</sup> and 2<sup>nd</sup> Baishakh 2077 to observe a special concert program which is going to held in front of Hari's flat. Kamal paid certain advance for it. The concert program was canceled due to the illness of the key performer of the concert. Hence Kamal refused to pay the balance rent of Hari as he couldn't enjoy the program. Hari brought an action against Kamal for the recovery of the rent. Answer the following questions in the given Issue: 4

i) Whether, Hari can recover the rent from Kamal.

ii) How the contract can be settled in such case?

c) Mr. Thapa promises with Mr. Sharma to pay an amount of Rs. 5,00,00 if Sharma burst (damage) both eyes of Miss Sullivan. Sharma commits the crime as per terms and conditions of the contract, but after completion of work by offeree, offerer denies to pay the money as per contract. 4

i) What may be legal remedy on the grounds of breach of contract by offerer?

ii) What will be the situation of miss Sullivan?

The End



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*Mid-term Examination*

2022

Full Marks: 60

Time: 3 hours

**BBM / Fifth Semester / 314: Legal Environment of Business**

*Candidates are required to answer all the questions in their own words as far as practicable*

**Group A**

***Brief answer the questions.***

***(1x6=6)***

1. ✓ "Minor's contract is void contract" comment.
2. ✓ "If there is no consideration there is no contract" justify it.
3. What is the present structure of Nepalese legal system?
4. ✓ What is contingent contract?
5. ✓ What is business law?
6. ✓ What do you mean by termination of contract?

**Group B**

***Descriptive questions:***

***(6x3=18)***

7. Mention the rights and duties of contracting parties.
8. What are the modes of contract without consideration? Explain in brief.
10. What are the sources of Nepalese business law? Briefly explain.
11. What are the factors to affect free consent? Explain in brief.
12. What are the rules regarding offer? Explain.
13. Why is legislation taken as important sources of business law? Give reasons.

**Group C**

***Analytical Answer Questions:***

***(6x4=24)***

13. What is termination of contract? What are the situations where the contract has been terminated? Explain.
14. What are the essential elements of valid contract? Explain any seven of them.
15. What are rules regarding contingent contract? Explain.
16. What are the modes of terminations of contract? Explain.



### **Group D**

**17. Read the following cases carefully and answer the following questions:**  
**(4x3=12)**

- a. A has a micro bus out of date according to transportation department but he sells that bus to B and traffic police caught that bus. In that case who makes mistake? Give reasons.
- b. A has a house on road side and he gave that house to B for rent. But that house gave to B for rent. And that house was destroyed by road department due to legal problems. In such case B demands compensations for his certainty with A. Is it justifiable?
- c. A mobile is displayed in a television shop. Ramesh has gone to this shop to buy that television. But the shopkeeper doesn't sell the mobile and he said that this mobile is just for display not for sell. In such case how he can get justice?
- d. Ramesh offered a reward to anyone who would find and return his important documents in a purse. Rabi found that document and money but he returned back document only? In such case Rabi can get reward

**The End**

**TRIBHUVAN UNIVERSITY**  
**SARASWATI MULTIPLE CAMPUS**  
**FACULTY OF MANAGEMENT**  
*Pre-board Examination*  
**2022**

**Full Marks: 60**  
**Time: 3 hours**

<b>BBM/Fifth Semester/ BNK 214: Commercial Banking Operations</b>
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*Candidates are required to answer all the questions in their own words as far as practicable.*

**Group "A"**

**Brief Answer Questions:**

**[6 × 1=6]**

1. What is meant by commercial bank?
2. List out the functions performed by commercial bank.
3. What are the major deposit accounts offered by commercial bank?
4. Write about Nostro accounts with suitable example.
5. What is meant by branchless banking?
6. Define electronic-clearing system with suitable example.

**Group "B"**

**Descriptive Answer Questions:**

**[6 × 3=18]**

7. Differentiate between standby letter of credit (SBLC) and normal letter of credit (LC).
8. What are the key elements of sound risk management system?
9. Highlight the functions of treasury department in commercial banking operations.
10. Write about the security system of bank vault.
11. What are the essential documents required in letter of credit?
12. Write about the various types of loan classification and provisioning specified by the NRB.

**Group "C"**

**Analytical Answer Questions:**

**[4 × 6=24]**

13. Today's banks are relying on electronic means for disbursing various services. Explain how these means increase the efficiency of a bank?
14. As a bank manager, what suggestions would you like to give to the bank management regarding deposit, deposit marketing and lending?



15. Lending is main business of a bank and there is possibility of default of borrowers. To reduce the possibility of defaults, "bank should be careful while providing loans". In light of this statement, explain the major steps involve in lending or granting credit.
16. Explain the various functions of (Foreign Exchange Dealer's Association of Nepal (FEDAN)).

### Group "D"

#### **Comprehensive Answer Questions:**

[4×3=12]

17. Read the following mini-cases carefully and answer the questions that follow:

Credit department is the main department of commercial bank. The performance of a bank is depends on the performance of this department. Commercial bank provides the various types of loan to its clients. These loans can be structured either as short or long term, secured loan or unsecured loan, consumer loan or business loan, funded loan or non funded loan, term loan or overdraft loan, and secured or unsecured. While each potential borrower's business is unique, reasons to borrow generally include the purchase of assets including new fixed assets or entire business, repayment of obligations, raising of temporary or permanent capital, and the meeting of unexpected needs.

As increased competition has forced banks to develop innovative credit facilities and financing techniques, traditional products, which include short term, long term, and revolving loans, continue to be the basis of commercial banking.

Banks succeed when the risks they assume are reasonable, controlled, and adequate with their resources and credit competence. Loan officers, in turn, must accurately identify, measure, and manage risk if their banks are to succeed. Therefore, the role of loan officer is very important in the credit department. All terms and conditions regarding credit are mention in the credit policy guidelines prepared by the credit department and approved by BOD. Before a bank agrees to commit its funds to a company, its loan officers analyze the prospective borrower to determine creditworthiness. Loan officers have a responsibility to grasp the quantitative and qualitative details of each transaction thoroughly, analyze its variables, and make adequate allowance for their impact.

#### **Questions:**

- What do you mean by funded loan? Discuss the types of funded loans.
- Describe about the secured and unsecured loans provided by the banks.
- What are the recent trends in innovative credit facilities provided by the banks?
- Highlight the contents of credit policy guidelines?





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*Pre-board Examination*  
2022

Full Marks: 60  
Time: 3 hrs

<b>BBM / Fifth Semester / OPR 311: Introduction to Operation Management</b>
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*Candidates are required to answer all the questions in their own words as far as practicable*

**Group A**

**Brief Answer Questions:**

**6x1=6**

1. Define Kaizen.
2. How is the control chart for variables different from attributes?
3. What are the major assumptions of waiting theory?
4. Differentiate between dependent and independent demand inventory.
5. Differentiate between production and productivity.
6. Differentiate the types of cost of quality.

**Group B**

**Descriptive Answer Questions:**

**6x3=18**

7. Elaborate the concept of six Sigma with a figure.
8. What are the various aggregate planning strategies? Describe.
9. Describe the types of plant layout.
10. A departmental store has a single cashier. During rush hours, customers arrive at the rate of 20 customers per hour. The average number of customers that can be processed by the cashier is 24 per hour. Assume that the conditions for use of single channel queuing model apply. Calculate
  - a. Probability that the cashier is idle
  - b. Average number of customers in the queuing system
  - c. Average time a customer spends in the system
  - d. Average time a customer spends in the queue waiting for the service
11. What are the various methods used in selecting the facility location?
12. Describe the issues of product and service design.

### Group C

#### Analytical Answer Questions:

4x6=24

13. Prepare the rule for control charts. Not necessary to plot the charts.

- a. The following data shows the speed of toy train in cm/second. The sample size of four being taken every hour. Calculate CL, UCL and LCL.

Sample no	1	2	3	4	5	6
1	42	39	41	69	61	67
2	65	44	54	89	78	73
3	75	80	68	91	94	81
4	78	81	77	98	99	95

- b. The following data refers to the visual defects found in the inspection of the first ten samples of size 25. Use the data to obtain appropriate upper and lower control limits.

Sample No	1	2	3	4	5	6	7	8	9	10
No of defectives	2	1	1	3	2	3	4	2	2	0

14. A firm makes two types of furniture: chairs and tables. The contribution for each product is calculated by the accounting department and is Rs. 20 per chair and Rs. 30 per table. Both products are processed on three machines M1, M2 and M3. The time required in hours by each product and total time available in hours per week on each machine are as follows:

Machine\Products	Chairs	Tables	Available Time
M1	3	3	36
M2	5	2	50
M3	2	6	60

How should the manufacturer schedule his contribution in order to maximize contribution by simplex method?

15. From the following find the optimal assignment so that the cost is minimized on the basis of one machine to one job.

Job\Machine	P	Q	R	S
X	18	24	28	32
Y	8	13	17	19
Z	10	15	19	22

16. Determine the minimum transportation cost from the following matrix.

From\To	D1	D2	D3	D4	Supply
P1	2	3	11	7	6
P2	1	6	6	1	1
P3	5	8	15	9	10
Requirements	7	5	3	2	17



## Group D

### Case Analysis

4x3=12

Read the following case and answer the question/s that follow.

Bruegger's Bagel Bakery makes and sells a variety of bagels, including plain, onion, poppy seed, and cinnamon raisin, as well as assorted flavors of cream cheese. Bagels are the major source of revenue for the company.

The bagel business is a Rs.3 billion industry. Bagels are very popular with consumers. Not only are they relatively low in fat, they are filling, and they taste good! Investors like the bagel industries because it can be highly profitable: it only costs about Rs.10 to make a bagel, and they can be sold for Rs.50 each or more. Although some bagel companies have done poorly in recent years, due mainly to poor management, Bruegger's business is booming;

It is number one nationally, with over 450 shops that sell bagels, coffee, and bagel sandwiches for takeout or on premise consumption. Many stores in the Bruegger's chain generate an average of Rs.800, 000 in sales annually.

Production of bagels is done in batches, according to flavor, with each flavor being produced on a daily basis. Production of bagels at Bruegger's begins at a processing plant, where the basic ingredients of flour, water, yeast, and flavorings are combined in a special mixing machine. After the dough has been thoroughly mixed, it is transferred to another machine that shapes the dough into individual bagels. Once the bagels have been formed, they are loaded onto refrigerated trucks for shipping to individual stores. When the bagels reach a store, they are unloaded from the trucks and temporarily stored while they rise. The final two steps of processing involve boiling the bagels in a kettle of water and malt for one minute, and then baking the bagels in an oven for proximately 15 minutes.

Quality is an important feature of a successful business. Customers judge the quality of bagels by their appearance (size, shape, and shine), taste, and consistency. Customers are also sensitive to the service they receive when they make their purchases. Bruegger's devotes careful attention to quality at every stage of operation, from choosing suppliers of ingredients, careful monitoring of ingredients, and keeping equipment in good operating condition to monitoring output at each step in the process. At the stores, employees are instructed to watch for deformed bagels and to remove them when they find them. (Deformed bagels are returned to the main plant where they are sliced into bagel chips, packaged, and then taken back to the stores for sale, thereby reducing the scrap rate.) Employees who work in the stores are carefully chosen and then trained so that they are competent to operate the necessary equipment in the stores and to provide the desired level of service to customers.

The company operates with minimal inventories of raw materials and inventories of partially completed bagels at the plant and very little inventory of bagels at the stores. One reason for this is to maintain a high degree of freshness in the final product by continually supplying fresh product to the stores. A second reason is to keep costs down; minimal inventories mean less space is needed for storage.

### Questions

17. Bruegger's maintains relatively little inventory at either its plants or its retail stores. List the benefits and risks of this policy.
18. Quality is very important to Bruegger's.
  - a. What features of bagels do customers look at to judge their quality of bagels?
  - b. At what points in the production process do workers check bagel quality?
  - c. List the steps in the production process, beginning with purchasing ingredients, and ending with the sale, and state how quality can be positively affected at each step.
19. Which inventory models could be used for ordering the ingredients for bagels? Which model do you think would be most appropriate for deciding how many bagels to make in a given batch?
20. Bruegger's has bagel-making machines at its plants. Another possibility would be to have a bagel-making machine at each store, what advantages does each alternative have?