

POKHARA UNIVERSITY

Level: Bachelor

Semester: Spring

Year: 2025

Programme: BBA/BBA-Finance/BBA-TT

Full Marks: 100

Course: Business Communication (New)

Pass Marks: 45

Time: 3 hrs.

Candidates are required to answer in their own words as far as practicable. The figures in the margin indicate full marks.

Section “A”

Very Short Answer Questions

Attempt all the questions. [10×2]

1. Mention any four barriers to effective business communication.
2. State the difference between formal and informal communication.
3. What are two principles of effective writing?
4. Define a resume.
5. What is persuasive speech?
6. How does the role of appearance affect in oral communication?
7. What is inter-personal communication?
8. Note down two benefits of good team communication.
9. What type of etiquettes are important in digital messages?
10. Relate globalization with business communication.

Section “B”

Descriptive Answer Questions

Attempt **any six** questions. [6×10]

11. Evaluate the emerging trends and technologies in business communication. How are they transforming traditional communication processes?
12. You are the HR Manager of GreenTech Solutions Pvt. Ltd. The company has noticed a decline in punctuality among employees, especially during the start of the week. Draft a formal memo to all department heads addressing the issue of late arrivals, reminding them of the office timing policy, and requesting them to ensure that their team members follow it strictly.
13. Define non-verbal communication. Discuss its types with suitable examples.
14. Analyze a workplace scenario where negotiation skills were essential to resolve a conflict. Describe the steps followed and evaluate the outcome. What communication strategies made the negotiation successful?
15. Evaluate the use of digital platforms and tools in modern business communication. How can professionals optimize social media engagement and video conferencing to strengthen their digital presence?

16. Identify common cultural barriers in global business communication. Discuss strategies that organizations can adopt to overcome intercultural misunderstandings and improve collaboration across cultures.
17. Explain the key principles of effective writing and illustrate how they contribute to clarity and coherence in communication.

Section “C” **Case Analysis**

18. *Read the case situation given below and answer the questions that follow: [20]*

On a busy Saturday evening, Grand Garden Restaurant received two reservations for the same private dining hall at 6:30 PM. One booking was for a corporate farewell party, and the other was for a family's golden wedding anniversary celebration. Both groups had made verbal reservations earlier in the week and were assured availability.

The corporate group arrived first and began setting up decorations and a projector. A few minutes later, the family arrived with gifts, cake, and flowers for the elderly couple's special day. The receptionist was confused and called the manager. The manager realized the hall was double-booked due to a failure in internal communication.

The family was shocked and upset, especially the elderly couple. The manager offered them a table in the main dining area with free desserts and a discount. The family agreed but felt disappointed with the noisy and public setting. Meanwhile, the corporate group continued their program undisturbed.

The next day, the family posted a negative review online, criticizing the restaurant's poor planning. The restaurant management replied with an apology and promised to improve their reservation system. A few days later, the manager personally called the family to apologize again. He offered a free private dinner on another day as compensation. The restaurant learned a valuable lesson about the importance of clear booking procedures.

Questions:

- a. What was the reason for the conflict between the two groups?
- b. How did the restaurant staff respond to the situation?
- c. What solution did the manager offer the family at the moment?
- d. How did the family express their dissatisfaction?
- e. What did the restaurant promise to improve in the future?

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Full Marks: 100

Course: Business Communication

Pass Marks: 45

Time: 3 hrs.

Candidates are required to answer in their own words as far as practicable. The figures in the margin indicate full marks.

Section “A”

Very Short Answer Questions

Attempt all the questions. [10×2]

1. Discuss the pyramid principle of writing.
2. Why is intercultural communication important in global business?
3. What is a communication code? Give an example of how it works.
4. What does ICT stand for, and how is it used in business communication?
5. Silence is also a form of communication. How?
6. Differentiate between a leader and a manager.
7. What is Neurolinguistic Programming (NLP)?
8. Give two examples of ethics in communication.
9. What are the pros and cons of e-commerce?
10. How can we improve listening skills?

Section “B”

Descriptive Answer Questions

Attempt **any six** questions. [6×10]

11. Define communication and describe the process of it along with a comprehensive figure.
12. Outline the main characteristics of Plain English. What are the potential advantages and possible limitations of the Plain English approach?
13. Describe briefly the major types of visual aids used in documents along with their advantages and disadvantages.
14. What do you mean by interpersonal skills? Give examples of some common face to face situations that require interpersonal skills.
15. Suppose, you are the manager of SD Mart, Kathmandu. Write a memo addressing all the staff regarding the proper use of electricity, quality service to the customers and punctuality.
16. Describe ‘Matrix’ structure of an organization? What are its possible advantages and disadvantages?
17. Prepare a presentation on ‘it is better to create good opportunities in our own country rather going abroad for job search’.

Section “C”
Case Analysis

18. *Read the case situation given below and answer the questions that follow: [20]*
2022 May,09.
Bashundhara, Kathmandu.

To,
Ram Karki
Dhobi Chowk, KMC-3
Kathmandu.

Dear Ram:

I regret to inform you that you are not selected for the post of accountant that you have applied in our organization.

As our organization has the policy of selecting the best candidates, we have selected Ms. Gita Choudhary for the post because she is superior to you in all areas. Improve your confidence and experience and apply again and I wish you would get better opportunities in other organizations.

Good luck on your job search.

Sincerely,

Sanjaya Dev
Human Resource Manager.

Activities:

- a. What is wrong with above letter? List the various structural/mechanical and other existing errors committed in it.
- b. Rewrite the above letter correcting those errors.

POKHARA UNIVERSITY

Level: Bachelor

Semester: Spring

Year: 2025

Programme: BBA/BBA-BI/BBA-TT/BCIS

Full Marks: 100

Course: Business Statistics

Pass Marks: 45

Time: 3 hrs.

Candidates are required to answer in their own words as far as practicable. The figures in the margin indicate full marks.

Section "A"

Very Short Answer Questions

Attempt all the questions. [10×2]

1. What are the limitations of statistics?
2. Define the importance of sampling.
3. A box contains 3 black, 4 red and 6 yellow balls. What will be the probability of getting all different colored balls if 3 balls are drawn randomly?
4. What are the two-information obtained from stem and leaf display?
5. State any four characteristics of binomial distribution.
6. For moderately asymmetrical distribution, the arithmetic mean = 28 and the median = 25. Find the mode of this distribution.
7. In how many different ways can 3 of 20 laboratory assistants be chosen to assist with an experiment?
8. State type I and type II error.
9. Calculate the Gini coefficient from the following income distribution of 5 families, Rs. 1000, Rs.2000, Rs.5000, Rs.7000, Rs. 4000
10. What are the parameters of a normal distribution and a t-distribution?

Section "B"

Descriptive Answer Questions

Attempt **any six** questions. [6×10]

11. a. Differentiate between primary data and secondary data.
b. Present the following data by means of histogram and draw frequency polygon and frequency curve. Also locate the median.

Marks:	10-20	20-30	30-40	40-50	50-60
Number of students:	20	25	30	8	4

12. a. Following measures are the height of all the students in BBA third semester in a college. The values, in cm, are given below.

154, 180, 176, 153, 162, 165, 154, 186,
190, 187, 176, 176, 172, 182, 177, 169

Represent the data in stem and leaf display and mention the information you depict.

b. An analysis of monthly wages paid to the workers in two firms A and B belonging to the same industry gives the following results:

	Firm A	Firm B
No. of workers	600	700
Average monthly wage	Rs. 182	Rs. 178.5
Variance of Distribution	78	98

i. Which firm A or B has a larger bill?

ii. In which Firm A or B is there greater heterogeneity in individual wage?

13. a. In a group of equal number of men and women, 80% men and 95% women are employed in a certain town. A person is selected at random and found to be employed. What is the probability that he/she is,

i. Woman?

ii. Man?

b. In a factory producing portable radio, there are three machines producing 1000, 2000 and 3000 radios per hour respectively. These machines produce 1%, 2% and 1% defective radios respectively. One radio is selected at random from these machines and found to be defective. What is the probability that this radio is produced from the first machine?

14. a. Forty five percent of the Nepalese have been gone abroad for education purpose. If in a sample of six Nepalese who have gone abroad, what is the probability that-

i. Three are for education purpose

ii. All are for other purpose

iii. At least one for education purpose

b. A random variable X has the following probability distribution.

Values of x	-2	-1	0	1	2	3
P(x)	0.1	k	0.2	2k	0.3	k

Find the value of K and calculate mean and S.D. of the distribution.

15. a. The customer accounts of a certain departmental store have an average balance of Rs. 120 and a standard deviation of Rs. 40. Assume that the account balances are normally distributed.

i. What proportion of the accounts is over Rs. 150?

ii. What proportion of the account is between Rs. 100 and Rs. 150?

iii. What proportion of the account is below 80?

b. A manufacturer of pins knows that on an average 2% in production is defective. He sells pins in boxes of 100 and guarantee that not more than two pins will be defective. What is the probability that a box randomly selected,

i. Will meet guaranteed quality?

ii. Will not meet the guaranteed quality?

16. a. A random sample of 100 families from community A and a random sample of 150 families from community B yield the following data on length of residence in current homes. Do these data provide sufficient evidence to indicate that, on the average, families in community A have been living on their current homes for less than families in community B have?

Let $\alpha = 0.05$

Community A: $\bar{X}_1 = 33$ months $s_1^2 = 900$

Community B: $\bar{X}_2 = 49$ months $s_2^2 = 1050$

b. The quality control manager at light bulb factory needs to estimate the mean life of a large shipment of light bulbs. The process standard deviation is known to be 100 hours. A random sample of 64 light bulb indicated mean life of 350 hours. Set up 95% confidence interval estimate of the true population mean life of light bulb.

17. A test was administered to 5 persons before and after they were trained. The result is given below:

Candidates	1	2	3	4	5
Marks before training	110	120	123	132	125
Marks after training	120	118	125	136	121

Test whether there is any change in marks after the training program.

Section “C” Case Analysis

18. *Read the case situation given below and answer the questions that follow: [20]*

A bank manager has developed a new system to reduce the time customers spend waiting to be served by tellers during peak business hours. Typical waiting times during peak business hours under the current system are roughly 9 to 10 minutes. The bank manager hopes that the new system will lower typical waiting times to less than six minutes and wishes to evaluate the new system. When the new system is operating consistently over time, the bank manager decides to select a sample of 15 customers that need teller service during peak business hours. Specifically, for each of 15 peak business hours, the first customer that start waiting for teller service at or after a randomly selected time during the hour will be chosen. When each customer is chosen, the number of minutes the customer spends waiting for teller service is recorded. The 15 waiting times that are observed are given below:

1.6, 6.2, 3.2, 5.6, 7.9, 6.1, 7.2, 6.6, 5.4, 6.5, 4.4, 1.1, 3.8, 7.3, 5.6

Using above data

a. Compute mean and median waiting time of the customers.

- b. Compute inter quartile range, variance and coefficient of variation of the data.
- c. Using the answer from (a), is manager successful in reducing the waiting time?
- d. Draw a box and whisker plot for the above give data. Are the data skewed?
- e. Using 5% level of significance test whether the population waiting time is lower than 6 minutes?

POKHARA UNIVERSITY

Level: Bachelor

Semester: Spring

Year: 2025

Programme: BBA/BBA-BI/BBA-TT

Full Marks: 100

Course: Financial Accounting II

Pass Marks: 45

Time: 3 hrs.

Candidates are required to answer in their own words as far as practicable. The figures in the margin indicate full marks.

Section “A”

Very Short Answer Questions

Attempt all the questions. [10×2]

1. What do you mean by inventory?
2. What do credit terms 3/10, net 30 mean?
3. What is acquisition cost of non -current assets?
4. Lumbini Transport Pvt. Ltd. borrowed 12% Six-month Notes of Rs. 5,00,000 from Global IME Bank on 1st November, 2024. Company followed calendar year for closing its accounts and prepares financial statement.

Required: Prepare adjusting entry to recognize interest expenses at the end of the year.

5. A company purchases a depreciable asset on January 1 for Rs. 20,000. The asset has a four-year life and will have zero residual value at the end of the fourth year.

Required: Calculate depreciation expense for the first year using double-declining balance method.

6. What is cash Dividend?
7. Define contingent liability with examples.
8. Define treasury stock.
9. In which situation bonds are issued at premium?
10. What do you mean by depreciation?

Section “B”

Descriptive Answer Questions

Attempt **any six** questions. [6×10]

11. Following is an inventory acquisition schedule for Bitten Company for 2024:

Beginning inventory	5,000 Units @ Rs 10
Purchases:	
February 4	3,000 Units @ Rs 9
April 12	4,000 Units @ Rs 8
September 10	2,000 Units @ Rs 7
December 5	1,000 Units @ Rs 6

During the year Bitten Company sold 12,500 Units. The Company uses the periodic inventory system.

Required: Compute cost of goods sold and ending inventory under each of the following method.

- a. Weighted Average [3]
- b. FIFO [3]
- c. LIFO [4]

12. a. What are the conditions of creating or issuing notes receivable? Prepare journal entries for the issuing of notes receivable in each condition. [5]

b. Siddhartha trading sells a product for Rs 5,000. When the customer buys it, Siddhartha provides a one- year warranty. Siddhartha sold 100 products during the year 2023. Based on analysis of past warranty records, Siddhartha estimates that repairs will average 5% of total sales. [5]

Required: Prepare journal entry to record the estimated warranty liability.

13. Wholesale's Warehouse purchased a forklift on January 1, 2024, for Rs. 6000. It is expected to last for five years and have a residual value of Rs. 600. Wholesale uses the double-declining balance method for depreciation.

Required:

- a. Calculate the depreciation expense, the accumulated depreciation, and the book value for each year of the forklift's life. [6]
- b. Prepare the journal entry to record depreciation expenses for the year 2024. [2]
- c. What factors may have influenced Wholesale to use the double declining-balance method. [2]

14. On October 1, 2023, Xerox Inc. borrowed Rs. 18,000 from Nabil Bank Ltd. by issuing a 12 months note. The bank discounted the note at 9%.

Required:

- a. Prepare the journal entry needed to record the issuance of the note. [4]
- b. Prepare the journal entry needed at December 31, 2023, to accrue interest. [3]
- c. Prepare the journal entry to record the payment of the note on October 1, 2024. [3]

15. Himalayan Service Company wishes to issue 500 bonds, Rs 1000 per value with a stated interest rate of 12%. The bonds will have a 5 -year life and pay interest annually. At the date of issuance, assume that the market rate is (a) 10% and (b) 14%.

Required:

- a. Calculate the price at which the bonds would be issued under each of the two market interest rates and pass the journals.[3]
- b. Amortize the discounted amount using the effective interest method.[5]

- c. How is bonds payable presented on balance sheet at the end of the 3rd year? [2]
- 16. What is capital lease? How it is different from operating lease? Discuss.
- 17. Differentiate between capital and revenue expenditures with examples.

Section “C”
Case Analysis

- 18. *Read the case situation given below and answer the questions that follow:*

Pokhara Trade Mall Company was incorporated on January 1, 2024, under a corporate charter that authorized the issuance of 50,000 shares of Rs. 5 par common stock and 20,000 shares of Rs. 100 par, 8% preferred stock. The following events occurred during 2024. This company wants to record the events and develop financial statements on December 31, 2024.

- i. Issued for cash 10,000 shares of common stock at Rs. 25 per share and 1,000 shares of preferred stock at Rs. 110 per share on January 15, 2024.
- ii. Acquired a patent on April 1 in exchange for 2000 shares of common stock. At the time of the exchange, the common stock was selling on the local stock exchange for Rs. 30 per share.
- iii. Repurchased 500 shares of common stock on May 1 at Rs. 20 per share. The corporation is holding the stock to be used for an employee bonus plan.
- iv. Declared a cash dividend of Re. 1 per share to common stockholders and 8% dividend to preferred stockholders on July 1. The preferred stock is non-cumulative, nonparticipating. The dividend will be distributed on August 1.
- v. Paid the cash dividend on August 1.
- vi. Declared and distributed to preferred stockholders a 10% stock dividend on September 1st. At the time of dividend declaration, preferred stock was valued at Rs. 130 per share.

Required:

- a. Record accounting entries for items (i) through (vi). [12]
- b. Develop the stockholders' equity section of this Company's balance sheet at December 31, 2024. Assume the net income for the year was Rs. 200,000. [6]
- c. Determine the book value per share of the common stock. Assume that the preferred stock can be redeemed at par. [2]

POKHARA UNIVERSITY

Level: Bachelor

Semester: Spring

Year: 2025

Programme: BBA/BBA-BI/BBA-TT/BCIS/BHCM

Full Marks: 100

Course: Fundamentals of Organizational Behaviour
(Old)

Pass Marks: 45
Time: 3 hrs.

Candidates are required to answer in their own words as far as practicable. The figures in the margin indicate full marks.

Section "A"

Very Short Answer Questions

Attempt all the questions. [10×2]

1. List out the basic assumptions of OB.
2. Define behaviour modification. List out any two factors of behaviour modification.
3. What is dominant and subculture?
4. Differentiate between employee-oriented and task-oriented leadership.
5. Point out any five techniques of managing stress in organization.
6. Mention the psychological barriers to effective communication.
7. Write any four characteristics of learning organization.
8. State halo effect with an example.
9. Enlist three problems in managing teams.
10. What are the key differences between trait and behavioral theory of leadership?

Section "B"

Descriptive Answer Questions

Attempt **any six** questions. [6×10]

11. In the context of increasing workplace diversity and globalization, how do the fundamental knowledge of OB help managers create inclusive and high-performing work environments?
12. "Perception is essential in both personal and organizational life." Do you agree with this statement? Explain your answer and discuss the factors that affect perception.
13. What is team? Explain the different types of teams formed in organization on the basis of requirement.
14. Illustrate with examples how different leadership styles impact employee motivation. Refer to at least two leadership theories in your explanation.
15. Explain the different types of conflicts that can occur in an organization. How can these conflicts be managed effectively? Describe the methods and processes of conflict resolution.
16. Explain the measures for overcoming communication barriers to ensure effective communication.
17. "Leadership effectiveness requires a fit between the leader's behavior and the demands of the situation." Explain this statement based on Fred Fiedler's contingency model of leadership.

Section "C"
Case Analysis

18. *Read the case situation given below and answer the questions that follow: [20]*

Digital Hub: A Growing Challenge of People and Processes

Digital Hub is a fast-growing tech company based in Kathmandu, Nepal, specializing in developing e-learning platforms for schools, colleges, and training institutions. Riding on the post-pandemic surge in digital learning, the company has rapidly scaled its workforce and operations. In an effort to embrace modern work trends, the management recently adopted a hybrid work model, allowing employees to work both remotely and from the office. While the organization promotes an open and creative culture, not all departments have adjusted well to these changes. Some mid-level managers are finding it difficult to shift from a traditional, authoritative style of leadership to a more flexible, supportive approach required in hybrid settings. This misalignment has caused confusion among team members regarding task ownership and deadlines.

The situation came to a head during a recent major product launch, where cross-functional collaboration between the design, marketing, and development teams was poor. Delays occurred due to ineffective communication, unclear responsibilities, and conflicting expectations. While top management tried to intervene, the lack of a clear internal communication protocol worsened the situation.

Moreover, newly recruited employees mostly fresh graduates have started experiencing high levels of stress. Many feel overwhelmed by their tasks and isolated due to the lack of mentorship or onboarding support in a partially remote work environment. They hesitate to seek help from senior staff and often miss deadlines, further escalating project delays.

Realizing the growing internal challenges, the HR manager proposed a series of interventions, including structured team-building exercises, leadership workshops, and stress management training. The goal is to not only resolve the immediate issues but also create a more sustainable, learning-driven and cohesive workplace culture.

Questions:

- a. Identify the organizational behavior issues seen in this case.
- b. Which type of conflict is evident in the situation? Suggest a suitable resolution strategy.
- c. How can Digital Hub develop a learning organization to manage such challenges?
- d. Recommend two suitable OD interventions that HR can implement for long-term improvement.

POKHARA UNIVERSITY

Level: Bachelor

Semester: Spring

Year: 2025

Programme: BBA-BI

Full Marks: 100

Course: Principles of Insurance

Pass Marks: 45

Time: 3 hrs.

Candidates are required to answer in their own words as far as practicable. The figures in the margin indicate full marks.

Section “A”

Very Short Answer Questions

Attempt all the questions. [10×2]

1. What are the features of general insurance?
2. Outline the differences between General Insurance and Life Insurance.
3. Differentiate between insurance and gambling.
4. What are the components of an insurance contract?
5. Why we should consider agent as a first underwriter?
6. What do you mean by TPA.
7. What is the role of insurance broker?
8. What are the objectives of underwriting?
9. List out the coverages and exclusions risk of Cattle and Crops insurance.
10. Define the term “Bancassurance”.

Section “B”

Descriptive Answer Questions

Attempt **any six** questions. [6×10]

11. Explain any three fundamental principles of insurance with examples.
12. Elaborate the underwriting process of non-life insurance.
13. Describe the importance of insurance intermediaries in life and non-life insurance industry.
14. Explain the functions and importance of reinsurance. [5+5]
15. Explain the procedures of claim settlement in life insurance.
16. Discuss the meaning and importance of insurance intermediaries in insurance industry. [3+7]
17. List out the power, function and duties of Nepal Insurance Authority (NIA).

Section “C”

Case Analysis

18. *Read the case situation given below and answer the questions that follow:*

Insurance Market Landscape

The insurance industry in Nepal has seen significant growth over the past decade, with an increasing number of insurance companies and diverse product offerings. Despite this progress, the sector continues to face multiple challenges that hinder its expansion and efficiency. Low insurance penetration, regulatory complexities, workforce limitations, and fraud

management issues are among the key obstacles. Despite the growing economy, insurance penetration in Nepal remains low. Many people, especially in rural areas, lack awareness about the benefits of insurance. Cultural perceptions, financial illiteracy, and distrust in insurance providers contribute to this issue. The insurance sector is regulated by the (Nepal Insurance Authority), which imposes stringent policies on insurance companies. Frequent policy changes, complex claim settlement procedures, and bureaucratic inefficiencies create difficulties for insurers and policyholders alike.

Nepal's insurance sector faces a shortage of skilled professionals, particularly in actuarial sciences and risk management. Moreover, the adoption of digital technologies in insurance operations is slow, limiting the efficiency of claim processing and customer service. Insurance fraud, including falsified claims and document manipulation, poses a significant challenge. The absence of advanced fraud detection mechanisms increases financial losses and affects the credibility of insurance companies. Nepal is highly prone to natural disasters such as earthquakes, floods, and landslides. These events lead to a surge in insurance claims, putting financial strain on insurance companies. Additionally, economic instability and inflation impact the affordability of insurance products.

Questions: [4×5=20]

- a. What strategies can Nepalese insurance companies adopt to increase insurance penetration, especially in rural and underprivileged communities?
- b. How can regulatory reforms and technological advancements improve claim settlement efficiency and reduce fraud in the Nepalese insurance sector?
- c. What role can financial literacy programs and public-private partnerships play in addressing the challenges faced by Nepal's insurance industry?
- d. Discuss the impact of natural disaster in insurance company in Nepal.