



[Question of Term Final Examination]

Khulna University

School: Management and Business Administration

Discipline: Human Resource Management

Program: BBA in HRM

Year: 1st

Term: 1st

Examination Year: 2026

Session: 2025-2026

Course Code: 0413 25 HRM 1101

Course Title: Introduction to Business

Total Marks: 60

Time: 3 Hours

Credit: 03

Instructions (if any): Use separate sheet for each section and answer all parts of a specific question together such as 1a, 1b, 1c....

Section-A

There are **FOUR** questions in this section. Answer any **THREE** questions.

1.
 - a) What do you mean by primary industry? [L1; CLO1] 02
 - b) A company buys raw cotton from farmers and uses machines and workers to turn the cotton into shirts and jeans. The finished clothes are then sold to shops and customers. What type of industry is it? Describe the types of this category with a proper example. [L3; CLO2] 04
 - c) "Trade is the lifeblood of an economy, and aids to trade keep it flowing smoothly." Illustrate the statement with your understanding. [L4; CLO2] 04
2.
 - a) What do you mean by entrepreneurship? [L2; CLO2] 02
 - b) Mr. Rahman wants to start a small bakery business. He buys ovens, mixers, tables, and delivery bicycles. He also keeps money in the bank to buy flour, sugar, and other ingredients every month. The bakery workers use these tools and materials to produce cakes and bread for customers. Which factor of production is highlighted in this case? Describe. [L5; CLO5] 04
 - c) Differentiate between a planned economy and a Free-Market economy with proper examples. [L2; CLO2] 04
3.
 - a) What is a sole proprietorship business? Write three advantages and two disadvantages of this form of business. [L1; CLO5] 03
 - b) What is partnership business? Why is Deed of Contract important in partnership? Explain with a simple example. [L2; CLO7] 04
 - c) Compare public limited company and private limited company. What are the two main legal documents needed to form a joint stock company? [L3; CLO8] 04
4.
 - a) What do you mean by business organization? [L1; CLO6] 02
 - b) Amena is an experienced pastry chef who decides to open her own business, "The Artisan Bakery." She got her trade license and used \$15,000 of her personal savings to rent a small storefront, purchase equipment, and buy initial inventory. Legally, there is no separation between Amelia and The Artisan Bakery. All revenues and expenses of the bakery are reported on Amelia's personal income tax return. In the first year, business is booming, and however, in the second year, a major disaster strikes. A large commercial mixer malfunctions due to a manufacturing defect and, in the process, causes significant damage to a neighboring antique shop's display window and some valuable items. The owner of the antique shop, Mr. Henderson, sues The Artisan Bakery for \$40,000 in damages. Based on the nature, what type of business is it? What is the extent of Amena's financial liability to Mr. Henderson for the \$40,000 in damages? Explain your reasoning in terms of the business structure. [L3; CLO6] 04
 - c) Describe several types of partnership businesses with proper examples. [L4; CLO7] 04

Section-B

There are **FOUR** questions in this section. Answer any **THREE** questions.

1. a) What do you mean by 'separate legal entity' in the joint stock company? [L1; CLO8] 02
b) Suppose you are an entrepreneur and have attempted to establish a joint stock company, develop the Articles of Association for your proposed organization. [L6; CLO8] 04
c) Referring to 1. (b), develop a Memorandum of Association for your organization. [L6; CLO8] 04
2. a) What do you mean by prospectus? [L1; CLO8] 02
b) Differentiate between public limited company and private limited company. [L2; CLO8] 04
c) Name any four functional areas found in business organization and state what each does in one sentence. 04
3. a) The government established the National Transport Service to provide affordable bus services across the country. The company helps people travel safely at low cost, especially in rural areas where private companies do not operate. What type of organization is it? Describe the advantages of the above type of organization with proper examples. [L3; CLO10] 05
b) Would a nation be able to address all of its problems if all of its organizations were controlled by the state? Why or why not? [L5; CLO10] 05
4. a) What is a conglomerate business? [L1; CLO11] 02
b) Differentiate between Acquisition and Merger with proper examples. [L3; CLO11] 04
c) Elon Musk faced many problems while building Tesla, including financial losses and criticism. However, he continued working hard and introduced new ideas, making the company successful. What qualities of a good businessman are required if you want to be a businessman like Elon Musk? Describe. [L5; CLO12] 04

*Levels of Bloom's cognitive domain:

[L1=Remember; L2=Understand; L3=Apply; L4=Analyze; L5=Evaluate; L6=Create]

**Khulna University**

School: Management and Business Administration **Discipline:** Human Resource Management **Program:** BBA in HRM

Year: 1st **Term:** 1st **Examination Year:** 2026 **Session:** 2025-2026

Course Code: 041325 HRM 1103 **Course Title:** Principles of Management

Total Marks: 60 **Time:** 3 Hours **Credit:** 03

Instructions (if any): Use separate sheet for each section and answer all parts of a specific question together such as 1a, 1b, 1c....

Section-A

There are **FOUR** questions in this section. Answer any **THREE** questions.

1. a) "Management is a set of activities directed at an organization's resources with the aim of achieving organizational goals in an efficient and effective manner." Elaborate the statement with all explanation. [L2; CLO1] 05
b) Explain the fundamental management skills that the manager should have to be successful. [L2; CLO1] 05
2. a) Define the contingency perspective of management. [L1; CLO2] 02
b) Depict the difference between unity of command and unity of directions with suitable example. [L2; CLO2] 03
c) Compare and contrast Douglas McGregor's Theory X and Theory Y in terms of managerial assumptions. In today's workplace, which theory do you think is more effective? Why? [L4; CLO2] 05
3. a) Illustrate standing plans and single use plans with appropriate example. [L2; CLO3] 05
b) Describe the process of decision making through an example. [L2; CLO3] 05
4. a) What is centralization and decentralization? Explain, when the organization should go for more centralization and when more decentralization. [L3; CLO4] 04
b) Show the differences between mechanistic organizational and organic organization. [L2; CLO4] 03
c) Explain the bases of departmentalization with suitable example. [L3; CLO4] 03

Section-B

There are **FOUR** questions in this section. Answer any **THREE** questions.

1. a) As a manager, how Maslow's need hierarchy theory can assist you for motivating your employees. Explain. [L5; CLO 5] 05
b) "Expectancy theory suggests that motivation depends on two things—how much we want something and how likely we think we are to get it." Depending on this statement, draw a model and explain how manager utilize this to motivate employees. [L5; CLO 5] 05
2. a) List the essential qualities of a good leader. [L1; CLO 6] 02
b) Analyze how different leadership qualities influence organizational performance and employee behavior. [L4; CLO 6] 05
c) "Leaders are born; they are not made." Provide your opinion with justification. [L4; CLO 6] 03
3. a) Discuss the path-goal theory of leadership and explain how leaders can motivate employees to achieve organizational goals. [L3; CLO6] 05
b) Explain David C. McClelland's three needs i.e. n-Ach, n-Po, n-Aff. Clarify how these can be used to motivate employees. [L4; CLO6] 05
4. a) Distinguish between preliminary, screening, and post action control. [L4; CLO 7] 03
b) What are the essential characteristics of effective control? Explain. [L2; CLO 7] 03
c) Describe the process of controlling. [L2; CLO 7] 04

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Khulna University

School: Management and Business Administration **Discipline:** Human Resource Management **Program:** BBA in HRM
Year: 1st **Term:** 1st **Examination Year:** 2026 **Session:** 2025-2026
Course Code: 0413 25 HRM 1105 **Course Title:** Business Communication
Total Marks: 60 **Time:** 3 Hours **Credit:** 03

Instructions (if any): Use separate sheet for each section and answer all parts of a specific question together such as 1a, 1b, 1c....

Section A

There are FOUR questions in this section. Answer any THREE questions.

1. a) Why should communication be studied as an essential course in the discipline of Human Resource Management? Justify your answer with practical examples. [L4; CLO1] 04
b) The students of the Human Resource Management Discipline are planning to organize a study tour to Cox's Bazar during the semester break. The purpose of the tour is to combine academic learning with recreation by visiting local business establishments and tourist attractions. To make the event successful, the class representative has decided to call a meeting with all students and faculty coordinators to discuss important matters such as the destination, estimated budget, transportation arrangements, accommodation, responsibilities of organizing committee members, and safety guidelines. The meeting was held in the discipline seminar room where all participants shared their opinions. After discussion, it was decided that the tour would take place on 15th July, with a budget of BDT 6,000 per student. A five-member organizing committee was formed to manage transportation, accommodation, food, and communication with faculty members. Based on the above case, prepare:
i. A meeting notice informing all participants about the meeting
ii. A meeting agenda for discussion
iii. Minutes of the meeting after the discussion and decisions were finalized. [L5; CLO1] 06
2. a) "Selecting proper words is the lifeline of communication." - Do you agree or disagree? Defend your answer with reasoning. [L4; CLO2] 04
b) Rafiq, a first-year student from a small town, recently enrolled in Khulna University. He was excited to start his new academic journey, but soon he faced several communication barriers. Most of his classmates spoke fluent English and communicated confidently in group discussions, while Rafiq felt shy and struggled to express his ideas clearly. He was also unfamiliar with the formal communication style used by teachers and often hesitated to ask questions in class. Because of this, he sometimes misunderstood assignment instructions and felt isolated from his classmates. Identify the communication barriers faced by Rafiq and explain the practical steps he took to overcome them. What additional strategies would you recommend for first-year students facing similar challenges? [L4; CLO2] 06
should take
3. a) Assume that you are a concerned student of your university who wishes to promote environmental sustainability on campus. Write a formal email to the Vice Chancellor requesting the initiation of a "Green Campus Initiative." In your email, highlight the importance of creating an environmentally friendly campus and propose practical measures such as tree plantation, waste management systems, plastic reduction, and awareness campaigns to ensure a sustainable university environment. [L4; CLO3] 05
b) You placed an online order for a Business Communication book from an online bookstore for your academic course. However, when the delivery arrived, you discovered that the book sent was Managerial Finance instead of the book you ordered. After contacting the customer service department by phone, they requested that you submit a formal complaint letter to their complaint department describing the issue and requesting a replacement. Write a formal complaint letter to the Complaint Department of the online bookstore, clearly explaining the problem, mentioning your order details, and requesting the correct book to be delivered as soon as possible. [L5; CLO3] 05
4. a) Critically explain the significance of cultural competence in modern-day communication practices, support your answer with relevant practical examples. [L3; CLO4] 04
b) Recall an incident in your personal, or academic life when you faced a significant communication challenge. Describe the situation, identify the barriers that affected effective communication, and explain the strategies you used to overcome those challenges. Reflect on the lessons you learned from the experience and how it improved your future communication practices. [L5; CLO4] 06

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Section B

There are FOUR questions in this section. Answer any THREE questions.

1. a) Discuss the basic components of a business report and explain the purpose of each component in ensuring clarity, professionalism, and effective communication of information in organizational decision-making. [L5; CLO5] 03
b) Recently, you and your classmates organized an Indoor Games Event within your discipline to promote student engagement, teamwork, and recreational learning. The event included various games such as carrom, chess, table tennis, and ludo, and was attended by students, faculty members, and invited guests. As the event coordinator, write a formal Event Completion Report for the Discipline Head. Your report should include the purpose of the event, planning and execution process, participation details, outcomes, challenges faced, and recommendations for future improvement. [L5; CLO5] 07
2. a) Why audience analysis is considered a fundamental step in effective communication? Support your answer with relevant real-life examples where understanding the audience led to successful communication outcomes or where lack of audience analysis resulted in miscommunication. [L3; CLO6] 04
b) Your younger brother is preparing for his first academic presentation using PowerPoint and has asked for your guidance. Provide him with practical advice on how to create an effective PowerPoint presentation. In your response, suggest the **do's** and **don'ts** of designing and delivering a professional presentation. [L5; CLO6] 06
3. a) Communication becomes more effective when it combines both verbal (words) and non-verbal (non-word) elements. Discuss this statement with relevant examples from real and academic life. [L5; CLO7] 03
b) During a group presentation in a class, four students were assigned to present a topic on "*Sustainable Business Practices*." While presenting, one member, Sara, noticed that her teammate, Rahim, was frequently looking at his watch, avoiding eye contact, and whispering to another group member during Sara's part of the presentation. Sara interpreted these non-verbal cues as signs of disinterest and dissatisfaction with her performance. As a result, she became nervous, lost confidence, and made several mistakes while speaking. After the presentation, Rahim explained that he was not bored or critical of Sara's performance. In fact, he was worried because he had another urgent class immediately after and was checking the time to ensure they finished on schedule. The whispering was about reminding the next speaker about their turn, not criticism. This misunderstanding created unnecessary tension within the group. Based on the above case, answer the following questions: 07
 - i. Why did misinterpretation of non-verbal communication occur in this situation?
 - ii. What role did assumptions play in creating confusion among group members?
 - iii. How can individuals ensure accurate interpretation of non-verbal cues in academic or professional settings? [L5; CLO7]
4. a) The Human Resource Discipline at Khulna University has announced a part-time Teacher Assistant (TA) position for first-year undergraduate students. The purpose of this position is to support faculty members in basic academic tasks and help new students adapt to university learning environments. The selected candidate will be responsible for assisting teachers in preparing class materials, taking attendance records, organizing group activities, helping in managing classroom communication, and providing basic academic support to fellow students when needed. The position requires strong communication skills, basic computer literacy (MS Word, PowerPoint), teamwork ability, and a responsible attitude toward academic tasks. This is a paid part-time opportunity for one semester, and students with good academic performance and active participation in class activities are encouraged to apply. Based on the above job advertisement, prepare the following application documents:
 - i. Write a formal cover letter addressed to the Discipline Head, expressing your interest in the Teacher Assistant position. Highlight your motivation, relevant skills, and suitability for the role. [L6; CLO8]
 - ii. Prepare a concise CV that supports your application for the position. [L6; CLO8]

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Khulna University

School: Management and Business Administration **Discipline:** Human Resource Management **Program:** BBA in HRM

Year: 1st **Term:** 1st **Examination Year:** 2026 **Session:** 2025-2026

Course Code: 0231 25 Eng 1151 **Course Title:** English for Business

Total Marks: 60 **Time:** 3 Hours **Credit:** 03

Instructions (if any): Use separate sheet for each section and answer all parts of a specific question together such as 1a, 1b, 1c....

Section A

There are FOUR questions in this section. Answer any THREE questions.

1. a) Use articles where necessary: [L3; CLO1] 05
To be successful in i. _____ job interview, ii. _____ applicant should demonstrate certain iii. _____ personal and professional qualities. iv. _____ first and often lasting impression of v. _____ person is determined by vi. _____ clothes he wears. vii. _____ applicant should take care to appear well groomed and modestly viii. _____ dressed, avoiding ix. _____ extremes of too celebrated or too casual x. _____ attire.
- b) Fill in the blanks using proper parts of speech: [L3; CLO2] 05
 - i. Human Resource Management helps employees work more _____.
 - ii. A good manager should be very _____ toward workers.
 - iii. Training programs improve employee _____.
 - iv. Employees should _____ company rules properly.
 - v. Staffs should cooperate _____ each other to achieve organizational goals
2. a) Make meaningful sentences with the following structures: [L6; CLO4] 05
 - i. Subject + Be Verb + Complement (Adverbial)
 - ii. Subject + Transitive Verb + Object (Noun/Pronoun) + Complement (Adjective)
 - iii. Subject + Transitive Verb + Object (Noun/Pronoun) + Complement (Noun)
 - iv. Introductory "There" + Be Verb + Subject + Adverbial
 - v. Subject + Linking Verb + Adjective as Subjective Complement
- b) Transform the following sentences as directed: [L6; CLO4] 05
 - i. Although the company arranged training sessions, many employees were absent. (Compound)
 - ii. HR officers evaluate the performance of employees regularly. (Passive)
 - iii. Hire wisely, prosper greatly. (Simple)
 - iv. No other department is as important as the Human Resource department in employee management. (Comparative Degree)
 - v. How efficiently the HR manager handled the employee crisis! (Assertive)
3. a) Fill in the blanks with appropriate prepositions: [L3; CLO3] 05
 - i. The fan is moving _____ my head.
 - ii. He lives _____ Nirala _____ Khulna.
 - iii. What are you afraid _____?
 - iv. The effects of social media _____ students are enormous.
 - v. The girl takes _____ her mother.
- b) Complete the following conditional sentences: [L6; CLO4] 05
 - i. If I were rich, _____.
 - ii. If I had the time, _____.
 - iii. She would have sold the house if _____.
 - iv. Had we known that you were there, _____.
 - v. He acts as though _____.
4. Write two expressions for each of the following notions based on workplace communication: 10
[L6; CLO7]
 - a) Request
 - b) Permission
 - c) Agreement
 - d) Disagreement
 - e) Refusal

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Section B

There are FOUR questions in this section. Answer any THREE questions.

1. Draft a dialogue between two friends about **Digital Literacy**. [L3; CLO7] 10
2. Discuss notions and functions with suitable examples. [L2; CLO7] 10
3. Write a paragraph explaining why students should be careful about using **Social Media**. Give a proper title to your paragraph. [L5; CLO8] 10
4. a) Compare and contrast skimming and scanning as reading strategies. [L4; CLO10] 05
b) Read the following passage carefully and write a summary of it: [L5; CLO10] 05
Workplace culture is one of the most important aspects of an organization because it influences the attitudes and performance of employees. It refers to the shared values, beliefs, behaviors, and practices that exist within a workplace. A positive workplace culture creates a friendly, respectful, and supportive environment where employees feel valued and motivated. In such an environment, workers can communicate openly with one another and cooperate effectively to achieve organizational goals. Teamwork, mutual respect, honesty, and responsibility are considered essential elements of a healthy workplace culture. On the contrary, a negative workplace culture can create stress, misunderstanding, and dissatisfaction among employees. Lack of communication, unfair treatment, and poor management practices may reduce employee motivation and decrease productivity. Workers may feel insecure and unwilling to contribute their best efforts in such conditions. As a result, organizational performance may suffer. Managers who listen to employees, appreciate their efforts, and provide proper guidance can increase employee satisfaction and productivity. Training programs, rewards, and equal opportunities also help strengthen workplace relationships and employee morale. Organizations with a strong workplace culture often experience lower employee turnover and higher levels of commitment. Therefore, every organization should focus on building and maintaining a positive workplace culture to ensure both employee well-being and long-term success

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