

Bangladesh Open University
MBA Program
Semester: 192 (4th Level)

Course: Business Research Methods

Due on: May 27, 2022

Instructions

- Answer the all questions in your own handwriting on A4 size white paper.
- The assignment must be submitted on the assigned date to the Coordinator of the study center you are attached with.
- Spiral binding is strictly prohibited. Instead, transparent folder or file cover or any other soft binding may be used.

Questions

1. (a) “Basic Research often provides the Foundation for Applied Research.” Do you agree? Explain.
 - (b) Discuss the factors that influence whether or not business research is needed.
 - (c) Name and describe the four characteristics that help determine how valuable data may be to researchers and managers.
 - (d) Compare and contrast pull technology and push technology.

2. (a) What is a theory, what are its goals, and why is it useful to business researchers?
 - (b) Compare and contrast the terms *concept* and *variable* and give an example of each.
 - (c) How does a hypothesis differ from a proposition?
 - (d) Discuss how theories are developed.

3. (a) Identify the following type of data (qualitative/quantitative) and the level of measurement. Explain the reasons for your choices:
 - (i) The ages of the respondents in a survey
 - (ii) The genders of the respondents in a survey
 - (iii) The years in which the respondents to a survey were born
 - (iv) The voting intentions of the respondents in a survey classified as republican, Democrat or undecided
 - (v) The race of the respondents in a survey classified as White, African American, Asian or Other
 - (vi) The performance rating of employees classified as Above Expectations, Meets Expectations, or Below Expectations
 - (vii) The uniform number of each member on a sports team
 - (viii) A list of the graduating high school seniors by class rank
 - (ix) Final exam scores for your statistics class on a scale of 0 to 100
 - (x) The state in which the respondents in a survey reside

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- (b) Identify each of the following as either descriptive or inferential statistics.
- (i) The average salary of a random sample of 50 high school teachers in 2013 was \$52,400.
 - (ii) Based on a random sample of hotels in Chicago and a random sample of hotels in Atlanta, it was concluded that the average cost of a hotel room in Chicago was greater than one in Atlanta.
 - (iii) A study has concluded that the average credit card debt of college graduates has increased from 2012 to 2013.
 - (iv) The average Amazon.com rating of the book *The Complete Idiot's Guide to Statistics* by reviewers in 4.6 on a scale of 1 to 5.
 - (v) Seventy-eight percent of customers at the Holiday Inn hotel in Dover, Delaware, arrived before 6 pm last week.
4. (a) Compare and contrast exploratory, descriptive, and causal research. Which approach is the best?
- (b) Explain how a researcher makes causal inferences.
- (c) A walk-in clinic for emergency room services maintains records of the number of patients it treats per day. The following table shows the frequency of the patient arrivals over the course of a 150-day period:

Number of Patients per Day	Frequency
20 to under 40	10
40 to under 60	16
60 to under 80	25
80 to under 100	65
100 to under 120	34

- (i) Calculate the approximate average number of patients per day.
- (ii) Calculate the approximate variance and standard deviation of the number of patients per day.

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Bangladesh Open University
MBA Program
Semester: 192 (4th Level)

Course: MBA: Business Research Methods

Due on: July 29, 2022

(Answer all the questions in your own handwriting on A4 size white pages)

1. (a) Compare and contrast random sampling and systematic (nonsampling) errors.
(b) The following table shows the total points scored in the 16 National Football League games played during Week of the 2021 season.

41	62	64	50	47	33	49	72
76	40	52	36	26	50	57	36

- (i) Calculate the mean for this population.
(ii) Calculate the sampling error using the first four games in the first row as your sample.
(iii) Calculate the sampling error using the eight games in the first row as your sample.
(iv) How does increasing the sample size affect the sampling error?
(v) Using a sample size of 4, what is the largest sampling error that can be observed from this population?
- (c) According to the National Association of Theater Owners, the average price for a movie in the United States in 2020 was \$7.96. Assume the population standard deviation is \$0.50 and that a sample of 30 theaters was randomly selected.
- (i) Calculate the standard error of the mean.
(ii) What is the probability that the sample mean will be less than \$7.75?
(iii) What is the probability that the sample mean will be less than \$8.10?
(iv) What is the probability that the sample mean will be more than \$8.20?
2. (a) The University of Delaware would like to describe the linear relationship between the grade point average (GPA) and the starting monthly salary of a graduate who earned a business degree from the university. The following table shows the monthly starting salaries for eight graduates of the business school along with their corresponding GPAs:

Starting Salary (\$)	GPA	Starting Salary (\$)	GPA
2,600	3.2	3,000	3.7
2,900	3.4	2,900	4.0
2,500	2.6	2,200	2.5
2,600	3.5	2,400	3.3

- (i) Determine the sample correlation coefficient between the starting salary and the GPA of a University of Delaware business graduate.
(ii) Using $\alpha = 0.05$ and the data from the above table, test if the population correlation coefficient between the starting salary and the GPA of a University of Delaware business graduate is greater than zero. What conclusions can you draw?

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- (b) The following table lists the SAT scores for 27 college students:

845	1,040	815	1,345	1,554	668	1,165	919	1,175
629	490	1,074	387	894	1,419	941	454	673
696	974	564	1,245	1,535	665	471	1,188	680

- (i) Identify the first, second, and third quartiles.
 (ii) Determine the interquartile range.
- (c) A company operates two retail outlets at different locations. The following table lists the customer satisfaction rating on a scale of 1 to 10 for each locations:

Store 1	Store 2
7	8
4	7
6	10
3	8
9	8

Which location provides a more consistent level of customer satisfaction?

3. (a) Compare and contrast Type I errors and Type II errors and explain which one is of more concern to researchers.
 (b) Compare and contrast parametric statistics and nonparametric statistics.
 (c) A particular university includes a capstone course in its MBA program which all graduating students take and covers an overview of topics for their degree. The following contingency table shows the number of students from three different concentrations along with the grade they received in the capstone course.

Concentration	Grade		
	A	B	C
Management	10	20	10
Marketing	30	40	30
Finance	20	40	0

- (i) What are the appropriate null and alternative hypothesis to be tested?
 (ii) Perform a hypothesis test to determine if the concentration of the students and the grade they received in the capstone course are independent variables using $\alpha = 0.01$.
4. (a) Pretzel Guys is a retail establishment that bakes hand-rolled pretzels on site for its customers. A key step in the pretzel-baking process is to ensure that a consistent size pretzel is hand-rolled by each employee. To test for consistency, a random sample of four pretzels made by each employee is given below.

Jane (1)	Tom (2)	Jason (3)
2.5	2.1	3.3
2.7	2.9	2.8
2.2	2.2	3.7
2.6	2.4	3.0

- (i) State the null and alternative hypotheses.
 (ii) Calculate the sample means and grand mean.
 (iii) Calculate the total sum of squares (SST).
 (iv) Calculate the mean square total (MST).

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- (b) Answer the following using your results from the Pretzel Guys problem described in (a).
- (i) Calculate the sum of squares between (SSB) and the mean square between (MSB).
 - (ii) Calculate the sum of squares within (SSM) and the mean square within (MSW).
 - (iii) Calculate the appropriate test statistic for the ANOVA procedure.
 - (iv) Using $\alpha=0.05$, can you conclude that there is a difference in the average weight of the pretzels made by the three employees?
 - (v) Verify your results with excel.
5. (a) List the seven major elements of a formal research report.
- (b) Discuss what is included in the body of a research report.
 - (c) Discuss the various types of graphic aids researchers can include in a research report.
 - (d) Describe the purpose of the oral presentation and list suggestions for effective presentations.

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Bangladesh Open University
MBA Program
Semester: 192 (4th Level- Major in HRM)

Course: Compensation Management

Due on: May 27, 2022

Instructions

- **Answer all the questions in your own handwriting on A4 size white paper.**
- **The assignment must be submitted on the assigned date to the Coordinator of the study center you are attached with.**
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Questions

1. (a) What do you mean by compensation and compensation management? Describe the basic objectives of compensation.
(b) Explain the different policy decisions that should be addressed by the employer.
2. (a) How total compensation package helps business organization to gain and sustain competitive advantages.
(b) How you can develop a total compensation strategy? Discuss in detail.
(c) Explain the virtuous and vicious circles of compensation.
3. (a) Why is internal alignment an important policy in a strategic perspective of compensation? Discuss.
(b) Discuss the factors that influence on internal pay structures? Based on your own experience, which ones do you think are the most important? Why?

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Bangladesh Open University
MBA Program
Semester: 192 (4th Level- Major in HRM)

Course: Compensation Management

Due on: July 29, 2022

(Answer all the questions in own handwriting on A4 size white pages)

1. (a) What do you understand by external competitiveness? Describe the objectives of pay level decision.
 (b) Explain the factors that shape an organization's external competitiveness.
2. (a) How would you design survey for welders and financial managers? Do the issue differ? Will the techniques used and the data collected differ? Why or why not? Justify.
 (b) Contrast pay ranges and grades with bands. Does their use assist or hinder the achievement of external competitiveness? How?
3. **Read the passage given below and answer the questions that follow:**

Incentives in the Clubhouse

Gone are the days when attendants—or “clubbies” in dugout lingo—did little more than shine shoes and pass out towels in exchange for the occasional dollar. Nowadays, their jobs are more like those of Hollywood personal assistants: when they aren't sorting socks, they're arranging dinner reservations and programming player iPods.

In most sports, junior locker-room attendants are paid roughly \$7-8 an hour by the team, while more senior managers, who sometimes double as travel coordinators, can earn salaries of up to \$80,000 before bonuses or tips.

Bonuses work as follows:

1. Among players, it's understood that unusual requests should be rewarded and that wealthier players should be more generous. During the season players often reward clubbies with tips of as much as \$300 for (errands).
2. Players and coaches also are expected to add gratuities to the daily “dues” they pay to clubhouse managers at home and on the road. (The dues cover food and drinks, which clubhouse managers pay for out of their own pockets).
3. By custom, team members meet privately at the end of the regular season to vote on how the postseason “shares” will be allocated. When the Anaheim Angels won the title in 2002, clubhouse manager Ken Higdon was awarded a full share that came out to \$279,000.

Questions:

- (a) Which part of the compensation for “clubbies” is similar to what happens in any organization?
- (b) Does the compensation of Ken Higdon seem excessive? Is he like a highly paid executive?
- (c) From the information provided above, what part of the total packages is base pay? What kind of incentive rewards are the rest of the forms of compensation? Does there appear to be any merit pay in this package?

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Bangladesh Open University
MBA Program
Semester: 192 (4th Level- Major in HRM)

Course: International Human Resource Management

Due on: May 27, 2022

Instructions

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Questions

1. (a) Define International Human Resource Management (IHRM). Explain the international human resource model developed by Morgan.
(b) What is an expatriate? How create an expatriate? Explain with a diagram.
(c) Explain the Laurent's steps to truly international HRM.
2. (a) Why organizational structure do changed? Discuss the stages of internationalization.
(b) What is matrix organization? Why matrix structure is unmanageable? Explain with diagram.
(c) "Different countries take different paths" Explain.
3. (a) What do you mean by international joint venture? Explain the HR implications of international joint venture.
(b) What do you mean by cross boarder alliance, merger and acquisition? Discuss with diagram.
(c) Discuss the phases and implication of merger and acquisition.

Note: Submit your assignment to the Coordinator of the Study Center you are attached with.

Bangladesh Open University
MBA Program
Semester: 192 (4th Level- Major in HRM)

Course: International Human Resource Management

Due on: July 29, 2022

(Answer all the questions in own handwriting on A4 size white pages)

1. (a) What is international staffing? Discuss the determinants of staffing choices.
- (b) Explain the advantages and disadvantages of using PCNs, HCNs and TCNs,
2. (a) What are the roles of international training and development? Explain.
- (b) Discuss the components of effective pre-departure training programs.
3. (a) State the objectives of international compensation? Explain the key components of an international compensation program.
- (b) Discuss the challenges faced in training of expatriate managers.
- (c) What is international industrial relations? Explain the key issues in international industrial relations program.
4. **Go through the case and answer the questions below the case.**

No Matter Where You Turn

John Carlos is a twenty-six-year-old white male who honorably discharged from the service four years ago. Since that time, John has been attending a local college studying personnel management. Entering his last semester, John decided that he should be preparing for his job search. Putting together the necessary materials, he mailed his ‘resumes’ to a number of companies. Six weeks later, he received a positive response from the Saturn Corporation, a large supplier of defense machinery to the federal government.

Interviewing for the position of personnel assistant, John knew that he had sound qualifications. He learned, however, that he was competing with Beverly Simpson, a twenty- two- year – old white female college classmate. During the interview process, it was determined that both John and Beverly were equally qualified. John, however, was given performance and was subsequently offered the job. Beverly, on the other hand, filed a suit against Saturn claiming that she was a victim of sex discrimination.

Questions

1. Do you believe that the Saturn Corporation discriminated against Beverly in giving preference to John? Discuss.
2. As a personnel specialist at Saturn, what explanation would you give to Beverly in view of ensuring HR quality management?

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Bangladesh Open University
MBA Program
Semester: 192 (4th Level- Major in HRM)

Course: Career Management

Due on: May 27, 2022

Instructions

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Questions

1. a) What do you mean by career management? Explain the model of career management.
b) Describe the effect of career exploration on career management.
2. a) Why is it important to monitor and appraise your career? Why should career appraisal be conducted periodically?
b) Describe the obstacles to effective career exploration. How can you overcome these obstacles in the future?
3. a) What is career strategy? Discuss the types and guidelines of career strategies.
b) Do you think that you are presently experiencing career indecision? If you are, what do you see as the primary cause(s)?

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Bangladesh Open University
MBA Program
Semester: 192 (4th Level- Major in HRM)

Course: Career Management

Due on: July 29, 2012

(Answer all the questions in own handwriting on A4 size white pages)

1. (a) Describe the stages of career development.
 (b) What factors are responsible for a midlife crisis? Does everybody experience a midlife crisis? Why or why not?
2. (a) To what extent have your educational and/or prior work experiences give you a realistic picture of what it would be like to enter a new organization?
 (b) Why is it important for organizations to help their employees manage their careers over the entire life cycle? Do you believe that employers have a moral obligation to assist employees in managing their careers and dealing with related demands?
3. Go through the case and answer the question below the case.

Case of The Corporate Policy Change

Located in the beautiful Adirondack Mountains of upstate New York, Be Our Guest Family Resort (BOGF – fictitious name) was recently sold to an East Coast hotel chain. Previously, BOGF had been a family-owned business, and the owners treated all employees like an extended family. BOGF is well known for its friendly, top-notch accommodations. In the summer and fall, BOGF offers families a variety of outdoor activities, including six tennis courts, an 18-hole golf course, a lake for boating and fishing, an indoor/outdoor pool, and horseback riding. During the winter and spring, downhill and cross-country skiing are the outdoor activities of choice at BOGF. Other activities available throughout the year include bowling and an on-site movie theater. BOGF also has four restaurants and a tavern.

Because BOGF provides many amenities, it has a large year-round staff, many of whom have worked for the company for up to 15 years. In fact, BOGF often hired members from multiple generations of the same family. BOGF has a focused mission that is made clear to all its employees – to provide a premium vacation experience to all who come to BOGF. This means that the customer comes first. Employees are asked to do all they can to keep customer satisfaction high. This focus encourages customers to schedule return visits to BOGF and also to tell their friends about their vacations at BOGF. BOGF employees know that their town relies almost exclusively on the tourism generated by the resort, because few other substantial businesses are located in the immediate area.

BOGF has a “home-grown” mentality regarding the advancement of its human resources. Many of the hotel and restaurant managers grew up working summers as valets, house cleaners, and wait staff. This human resource policy was initiated by the small town and privately held atmosphere of BOGF. The policy also allowed the employees to have a variety of experiences and to learn firsthand what customers expect from a top-of-the line resort. Many children of BOGF employees attend a local university that has a hotel administration major. This education allowed the young adults to come back to their hometown and work. Yet, the acquisition of BOGF will cause its human resource policies to soon change.

Note: Submit your assignment to the Coordinator of the Study Center you are attached with.

The Mansion Corporation (fictitious name), a well-known hotel and restaurant conglomerate, has recently purchased BOGF. The Mansion's human resource strategies are dramatically different from those of the BOGF. The Mansion attracts "star" quality employees from other hotels and provides them with high level administrative positions. These positions may be offered at any one of a number of the Mansion's resort holdings. The Mansion is very generous with offering relocation packages to lure potential employees away from their current employer.

The Mansion's policy regarding human resource selection is more of the "buy" rather than the "make" approach. The Mansion fills its skill gaps by hiring needed personnel from outside the company. In fact, the Mansion has recently hired a CFO and chief technologist from competitors. Both employees and their families moved from the Midwest to the Mansion's headquarters in Virginia. Many of the hotel's general managers are from either top hotel or restaurant chains. The general premise the Mansion operates under is that it is more cost-efficient to bring in the "best and the brightest." This allows the Mansion to hire the skills it needs when and where it may need those skills. The Mansion plans to make this policy known to BOGF's personnel as part of its Introduction to the Mansion's Human Resources Policies package. The policy becomes effective January 1. The Mansion does not intend to discuss the effect of this policy with BOGF employees unless asked.

Questions:

1. What effect, if any, will this policy change have on BOGF's personnel?
2. What effect, if any, will this policy change have on BOGF's culture?
3. If asked, how might the Mansion communicate this policy change to BOGF employees? What type of career management systems are most compatible with the Mansion's human resource strategy?
4. If you were an employee of the BOGF community, what might you do given this human resource policy change?

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Bangladesh Open University
MBA Program
Semester: 192 (4th Level- Major in HRM)

Course: Training & Development

Due on: May 27, 2022

Instructions

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Questions

1. (a) What do you understand by training? How training is different from development? Explain.
(b) How training benefits the organization? Discuss.
(c) Describe the role and responsibility of a training department.
2. (a) Explain the different types of analyses that are needed for training needs assessment.
(b) How you can come to a decision that your employees need training? Discuss.
(c) Describe the approaches of training needs assessment.
3. (a) What is learning? State the elements of learning.
(b) Discuss the classical conditioning theory of learning. Do you think this theory can be implemented in the organizations of our country? Justify.
(c) Describe the learning cycle pronounced by kolb.

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Bangladesh Open University
MBA Program
Semester: 192 (4th Level- Major in HRM)

Course: Training & Development

Due on: July 29, 2022

(Answer all the questions in own handwriting on A4 size white pages)

1. (a) What do you understand by training method? Describe the various approaches of training.
(b) Explain the factors that should be considered in selecting the best training method.
(c) What is role play method of training? How you can make this method effective? Discuss.
2. (a) What is management development? Discuss the importance of management development.
(b) Describe the method of training for executive level management.
3. (a) Define validation and evaluation of training.
(b) Describe the different types of evaluation instruments of training.
(c) Discuss the ROI framework that is used to evaluate the training impact pronounced by Phillip.

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