HARAMBEE UNIVERSITY

FACULTY OF BUSINESS AND ECONOMICS

DEPARTMENT OF MANAGEMENT & BUSINESS ADMINISTRATION

Management Science and Business Research Theme Model Exam

General Direction:

- Make sure that the exam paper contains four parts (Part I– Research Method Part II – Operation Management, Part III – Statistics for Business and Part IV – Operation Research).
- Attempt all questions
- Follow the instructions in each part and write your answers in **Capital letters only** on the answer sheet provided.
- Switch off your mobile phone
- **Any kind of cheating or attempting to cheat or/and letting others to cheat will disqualify your result (F) on the course.**

DO NOT TURN THIS PAGE UNTIL YOU ARE TOLD TO DO SO!

Feb. /2023

Part I: Research Method

Instruction: <u>Choose the best answer among the alternatives</u>

1. Which one of the following is not importance of research?
   A. Research improves practices
   B. Research helps to generate new concepts and theories
   C. Research helps to solve business problems
   D. Research helps us to anticipate and mitigate risks
   E. The entire above F. None of the above
2. People who are available, volunteer or can be easily recruited are used in _____sampling method?

   A. Cluster sampling
   B. Systematic sampling
   C. Convenience sampling
   D. Snowball sampling
   E. The entire above F. None of the above

3. Which section is not a part of research proposal?

   A. Background of the study
   B. Data analysis
   C. References
   D. Objectives of the study
   E. The entire above F. None of the above

4. Which one of the following is different from the others?

   A. Observation
   B. Document review
   C. Questionnaire
   D. Interview
   E. The entire above F. None of the above

5. Which one of the following sections elaborates on the importance and implications of a study for the researchers, practitioners, and policy makers?

   A. Objective of the study
   B. Background of the study
   C. Appendix
   D. Literature review
   E. The entire above F. None of the above

6. A research objective should not be:

   A. Relevant
   B. Infeasible
   C. Logical
   D. Measurable
   E. The entire above F. None of the above

7. In Structured interview:
   A. Flexible in questions and the way worded

B. Primarily applied for exploratory research
C. Questions are asked in a predetermined order and sequence
D. The entire above E. None of the above

8. For successful implementation of the interview method, the interviewer:
   A. Should be carefully selected, trained and briefed
   B. Must ask questions properly and intelligently
   C. Must record the responses accurately and completely
   D. Must approach in a friendly and courteous ways
   E. The entire above F. None of the above
9. Which one of the following is a primary disadvantage of using questionnaire as a method of collecting data?
   A. Requires respondents to be educated and cooperative
   B. Low cost
   C. Respondents have adequate time to give well thought out answers
   D. Compared to interview method it has less bias
   E. The entire above F. None of the above
10. A good research proposal will always:
   A. Focus on referencing style
   B. Provides participants name and addresses
   C. Consider previous research on the subject
   D. Emphasizes heavily on decoration and layouts
   E. The entire above F. None of the above
11. Which statement describes the purpose of a research proposal?
   A. It is an overall plan, structure and strategy designed to obtain answer to the research questions
   B. A document for scientific scrutiny for others to judge the appropriateness of the project
   C. A reference document to show how the research will be carried out
   D. The entire above F. None of the above
12. During questionnaire preparation and wording, the researcher should
   A. Consider about the size of the questionnaire
   B. Proceed questions in logical sequence by moving from easy to more difficult questions
   C. Include technical terms and vague expressions in a questionnaire.
   D. All except E. None of the above
13. The proposal's literature review is important because?
   A. It is expected by the university
   B. Your advisor said you should
   C. It shows that you are knowledgeable about the literature that relates to your research topic
   D. You have to copy what other people say
   E. The entire above F. None of the above
14. In which of the following non probability/non random sampling technique does the researcher ask the research participants to identify other potential research participants

   A. Purposive B. Convenience

C. Snowball
D. Simple random
E. The entire above
F. None of the above

15. which one of the following is a characteristic of good research proposal
    A. The need for proposed activity is clearly established
    B. The research design is not well articulated enough
    C. Poor writing and sloppy presentation
    D. Poorly aligned research aim, objectives and questions
    E. The entire above F. None of the above
16. Determining the sample interval (represented by k), randomly selecting a number between 1 and k, and including each kth element in your sample are the steps for which form of sampling?

    A. Purposive sampling
    B. Simple random sampling
    C. Convenience sampling
    D. cluster sampling
    E. The entire above
    F. None of the above

17. A part of proposal which explains the extent to which the research area will be explored in the work is known as:

    A. Background of the study
    B. Scope of the study
    C. Research questions
    D. Abstract
    E. The entire above
    F. None of the above

18. A part of research paper which lists all the sources you have used in your project, so readers can easily find what you have cited is known as:

    A. Objective of the study
    B. Appendix
    C. Literature review
    D. Reference/ bibliography
    E. The entire above
    F. None of the above

19. Cover page of a proposal should include the following except
    A. Name of the researcher/s and advisor/s
    B. Title of the research
    C. Submittal date
    D. Brief statement of the problem
    E. The entire above F. None of the above
20. In a participatory observation
    A. The researcher watches a group without involving in the activities of a group
    B. The researcher asks a set of predetermined questions and records their responses
    C. The researcher examines the group and engage in activities as one member of the group
    D. The researcher lets the respondents to fill a questionnaire
    E. The entire above F. None of the above

21. All are the characteristics of primary data, except?

A. Reliability of the data
B. Sampling
C. Suitability
D. The entire above
E. None of the above

22. Which one of the following are the major sources and methods of collecting secondary data collection?

A. Public document
B. Interview
C. Observation
D. Schedules
E. The entire above
E. None of the above

23. Which one of the following quantitative data analysis techniques are for researches that consisting of more than one variable and it is possible to measure the R/Ship between them?

A. Descriptive Analysis
B. Inferential Analysis
C. Measuring of dispersion
D. The entire above
E. None of the above

24. Which one of the following are the basic principles of Interviewing?

A. Ask only one question at a time
B. Repeat the question if necessary
C. Listen carefully to the subjects answer
D. The entire above
E. None of the above

25. Which one of the following is allowed in research undertaking?

A. Doing research with informed consent of the respondents
B. Not protecting the privacy of the respondents
C. Falsification and cooking of data's
D. Plagiarism
E. The entire above
F. None of the above

26. _____ is a comprehensive plan of the sequence of operations that a researcher intends to carry out to achieve the research objectives?

A. Hypothesis
B. Research question
C. Research design
D. Research problem
E. The entire above
F. None

27. The first step in starting the research process is

A. Review of literature

B. Hypothesis formulation
C. Hypothesis testing
D. Data analysis and interpretation

E. The entire above F. None of the above

28. Which one of the following is characteristic of good research?
    A. A good research uses appropriate analytical technique
    B. A good research apply high ethical standards
    C. Research design thoroughly planned
    D. Its purpose is defined clearly

    E. The entire above F. None of the above

29. A business research can be used
    A. To identify and define market opportunities
    B. To solve a particular problem pertaining to a business
    C. To generate and refine management actions
    D. To monitor strategies and actions

    E. The entire above F. None of the above

30. Business research should not be conducted when
    A. The expected research result is significant
    B. The data to the research problem easily available.
    C. The research problem is financially not feasible.
    D. The research topic s researchable

    E. The entire above F. None of the above

31. During the research design, the researcher need to consider the following except:
    A. Time available for researcher
    B. Skill and qualification of the researcher
    C. Means of obtaining data
    D. Cost of doing research

    E. The entire above F. None of the above

32. Which one of the following is not correct regarding scientific method?
    A. Scientific method requires the possession of skeptical attitudes
    B. Depend on empirical evidences
    C. Depends on emotional and hopeful thinking
    D. Objectivity and critical thinking

    E. The entire above F. None of the above

33. Why we need to have a research design?

    A. To facilitates the smooth sailing of the research operation

B. To makes research project as efficient as possible and

C. To yield maximum information with maximum expenditure.

D. All of the above E. None

34. The following is not the feature of good research design,

A. Forecast that some data may be relevant information

B. Indicates a clear statement of the research problem

C. specifying which approach will be used for gathering the data

D. Indicate the methods to be used in processing the data

E. The entire above F. None of the above

35. Descriptive researches are those studies, which are concerned with:

A. Describing the characteristics or

B. Describing function of a particular individual,

C. Describing a phenomenon under investigation.

D. The entire above

E. None of the above

36. Why collecting data needs to be rigid planned and focus on the following, Except

A. Formulating the objective of the study

B. Select the events may happen during the study.

C. Collect the data relevant for the study

D. Processing and analysis of the data collected

E. Reporting the findings

37. Which one of the following is the act of using other person ideas in your study without acknowledging the Source?

A. Plagiarism C. Appendices

B. Bibliography D. All of the above

38. Which one of the following is false about research?

A. It provide solution for problems
B. It seeks opportunity
C. It's a finding of treats
D. It's only means of searching knowledge
E. All of the above

39. _____ involves creating an artificial environment and observe the behavior pattern Exhibited by a person put in the environment?

A. Participant Observation
B. Disguised Observation
C. Contrived observation
D. The entire above
E. None of the above

40. Which one of the following is the exact research reporting layout sequence?

A. source and bibliography preliminary section – Main body
B. Main body- preliminary section – source and bibliography
C. preliminary section – main body – source and bibliography
D. The entire above
E. None of the above

Answer Sheet

Name _____ ID No. _____

Department _____ Section _____

Course Name_____

Multiple Choice

1.	11	21.	31.
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5.	15.	25.	35.
6.	16.	26.	36.
7.	17.	27.	37.
8.	18.	28.	38.
9.	19	29.	39.
10.	20	30.	40.

Part II: Operation Management

Instruction: <u>Choose the best answer among the alternatives</u>

1. "Time" is an alternative of competitive priorities. What does "time" here mean?
   A. To keep the product updated.
   B. To pay attention to the time differences among the states and countries.
   C. To focus on returning customers – try to maximize number of times of revisiting.
   D. To focus on production / operation speed and on-time delivery.
2. Which one represents the process of deciding on the best physical arrangement of all resource that consumes space within the plant?

   A. Product design
   B. Scheduling
   C. Layout
   D. Capacity planning

3. Customization is a term in operations management which refers to the efforts of
   A. Letting customers take part in the operation process
   B. Maintaining friendly attitude toward customers all the time
   C. Involving customers in quality inspection
   D. Fitting products to individual customers' needs
4. The process of treating patients in a hospital is an example of _____ operation.

   A. High volume and high variety
   B. High volume and low variety
   C. Low volume and low variety
   D. Low volume and high variety

5. Which one of the following will be the appropriate layout for project production flow?

   A. Process layout
   B. Product layout
   C. Fixed positional layout
   D. Cellular layout

6. The apportionment of sequential work activities into work stations so that each work station has approximately equal time groups represents:

   A. Quality decision
   B. Location decision

C. Line balancing

D. Demand management

7. Which of the followings is **not** a characteristic of a manufacturing process, in general, compared to a service process?

A. Producing physical and tangible product.

B. Capital intensive.

C. High customer contact.

D. Product can be inventoried

8. Effective capacity is the

A. Maximum output of a system in a given period

B. Capacity a firm expects to achieve given the current operating constraints

C. Average output that can be achieved under ideal conditions

D. Minimum usable capacity of a particular facility

E. Sum of all of the organization's inputs

9. Which one is true about Total quality management (TQM):

A. Firms must inspect quality in to product to weed out defective product

B. Managers should fix any quality related problem to the quality dep't

C. It focuses on spending more time on inspection than planning

D. In the organization quality must be every body's responsibility

10. _____is a means of establishing the time of use of equipment, facility and human activity in an organization in order to meet customer demand

A. Sequencing

B. Scheduling

C. Capacity planning

D. Layout

11. An order qualifying characteristic could be descried as:

A. A factor which significantly contribute to winning the business

B. A factor which may of significance in other parts of the organization

C. A factor which is at a higher level than the standard for the industry

D. All

12. As production system move from projects to batch production to mass production to continuous production

A. Processes become more flexible

B. Customer involvement with the process increases

C. Product become more standardized

D. Demand volume decreases

13. Which of the following represents reason for globalization?

A. To gain improvement in the supply chain
B. To improve operations
C. To expand a products life cycle
D. All

14. Which of the following is **not** a key activity of an operations manager?
A. Understanding the needs of the customer
B. Managing cash flows
C. Exploiting technologies to produce goods and services
D. Product and process design

15. Which of the following is not true regarding the differences between goods and services?
A. Demand for services is easier to forecast
B. Customers participate in many services
C. Services cannot be stored as physical inventory
D. Patents do protect services

16. A measure of the success of an operation in converting inputs to outputs is

A. Productivity
B. Quality
C. Profitability
D. Effectiveness

17. Which type of operation is used to produce many different products with varying process requirements in lower volumes?

A. Job shop
B. Continuous
C. Project
D. All

18. Which of the following is characteristic of continuous operations?

A. Produce many different products with varying processing requirements

B. Capital intensive

C. Workers need to be able to perform different tasks depending on the processing needs of the product

D. General purpose equipment

19. One of the following is **not** among the objectives of layout decision?

A. To avoid bottlenecks within the plant
B. To reduce hazards to employees
C. To maximize distance movement within the plant
D. To balance the production process within the plant

20. Pick **wrongly** matched one:

A. Flow chart: a charts that identify potential causes for particular quality problems
B. Scattered diagram: a diagram that show how two variables are related to one another
C. Pareto analysis: a technique used to identify quality problems based on their degree of importance
D. Histogram: A chart that shows the frequency distribution of observed values of a variable

21. According to TQM philosophy, employees are
A. Not empowered to seek out quality problems and correct them.
B. Punished for uncovering quality problems
C. Contributions are not valued, and their suggestions are rarely implemented
D. Given continual and extensive training in quality measurement tools.

22. Which one of the following statement clearly depict the difference between traditional approach and new approach (TQM)
A. The TQM focused on inspecting goods after they were produced or after a particular stage of production whereas the traditional approach focuses on identifying quality problems at the source
B. TQM extends the concept of quality to suppliers and ensures that they engage in the same quality practices where as a old approach heavily depend up on companies tended to have numerous suppliers that engaged in competitive price bidding
C. In traditional approach all employees are empowered to seek out quality problems and correct them while in TQM approach, employees were afraid to identify Problems for fear that they would be reprimanded
D. All

23. Processing times (including setup times) and due dates for six jobs waiting to be processed at a work center are given in the following table.

Job	Processing time (in days)	Due date (in days)
A	*2*	*7*
B	*8*	*16*
C	*4*	*4*
D	*10*	*17*
E	*5*	*15*
F	*12*	*18*

Based on Shortest processing time rule, the sequence of the job can be

A. C-A-E-B-D-F.
B. C-A-E-B-F-D
C. C-E-A-B-D-F
D. A-C-E-B-D-F

24. Which one of the following is **not** a method for evaluating various locations?

A. Factor rating method
B. Center of gravity method
C. Break even analysis
D. Line balancing

25. Two workers paint tables in furniture shop. If the workers paint 32 tables in 8 hours, what is their productivity?

A. 2 tables/ hour
B. 1 table per hour
C. 4 tables per hour
D. 3 tables per hour

26. The process of studying the business practices of other companies for the purpose of comparison is referred as

A. Benchmarking
B. Standardization
C. Empowerment
D. Re-engineering

27. What type of control chart is used to monitor the number of defects per unit?

A. p-chart
B. R-chart
C. c-chart
D. x-bar chart

28. What are the major differences between process layouts from product layout?

A. Process layout is used for intermittent processing and product layout is used for repetitive processing
B. Process layout is functional and product layout is sequential
C. Process layout is sequential and product layout is functional
D. Both A and B

29. What is the center of gravity method?

A. A method that determines the location of a facility that will minimize shipping cost and travel time to various destinations.
B. A method that determines the location of a facility closest to the most number of consumers.
C. A method that determines the location of a facility closest to the main supplier
D. A method that determines the location of a facility in the middle-point of all suppliers.

30. Which one of the following is/are a question that will be answered by job designers

A. What will be done in the job
B. Who will do the job

C. How the job will be done

D. All

31. A big advantage of process layout is

A. Its high equipment utilization

B. Its flexibility

C. The ability employ low skilled labor

D. Its low cost

32. Production system with standardized outputs typically

A. Use relatively highly skilled manpower

B. Have typically lower level output

C. Have relatively high unit costs

D. Have relatively higher mechanization

33. The classes that you are taking at the university use a _____ process.

A. Continuous

B. Job shop

C. Cellular

D. batch

34. Which one of the following is correct?

A. The most robust the design, the higher the sensitivity to environmental change

B. Concurrent engineering focus on designing the product to function under a range of condition

C. Highly simplified , standardized and described products are difficult to manufacture

D. All

35. the process of dismantling and inspecting competitors' products for the purpose of uncovering secret information is:

A. Group technology

B. Reverse engineering

C. Robust design

D. Concurrent engineering

Consider the following 'factor rating' method and answer the following three questions

ABC Company wants to establish a new branch. Four potential sites have been identified. Management has decided to use the following criteria and has assigned the following weights to each based up on their relative importance.

		site			
		Score out of 100			
Criteria	weight	Kenya	Ethiopia	Sudan	Uganda
Labor	0.2	69	55	59	60
Crime statistics	0.3	80	40	63	78

Land cost	0.04	90	85	95	75
RM availability	0.4	70	60	50	40
Cost of living	0.06	60	70	90	80

36. Which criterion is more relevant for the company?

A. RM availability
B. Labor
C. Cost of living
D. Crime statistics

37. According to above table data, land is expensive in:

A. Kenya
B. Ethiopia
C. Sudan
D. Uganda

38. Which country do you recommend for ABC Company to establish new branch?

A. Kenya
B. Ethiopia
C. Sudan
D. Uganda

39. According to TQM philosophy employees are

A. Less empowered to seek out quality problems
B. given continual and extensive training in quality measurement tools
C. Reprimanded for detecting defective product
D. punished for uncovering quality problems

40. The advantages that a firm possesses to survive or outperform its competitors are called

A. Competitive priorities
B. Reverse engineering
C. Market analysis
D. Operation processes

Answer Sheet

Name _____ ID No. _____
Department _____ Section _____
Course Name_____

Multiple Choice

11.	11	21.	31.
12.	12.	22.	32.
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17.	17.	27.	37.
18.	18.	28.	38.
19.	19	29.	39.
20.	20	30.	40.

Part III: Business Statistics

Instruction: <u>Choose the best answer among the alternatives</u>

1. An assumption made about the value of a population parameter is called a

   a. Hypothesis B. Conclusion C. Confidence D. significance

2. A single numerical value used as an estimate of a population parameter is known as

   A. a parameter C. a mean estimator

   B. a population parameter D. None

3. What is the largest sample size that would be needed in estimating a population proportion to within ± 0.03, with a confidence coefficient of 0.95?

   A.1067 B. 1066 C. 106 D. 1076

4. Suppose that we wanted to estimate the true average number of eggs a queen bee lays with 95% confidence. The margin of error we are willing to accept is 0.5. Suppose we also know

that standard deviation is about 10. What sample size should we use?

A. 1536 B. 1537 C. 2653 D. 2660

5. One-tailed alternatives are phrased in terms of:

A. $\neq$ B. $<$ or $>$

B. C. $\approx$ or $=$ D. $\leq$ or $\geq$

6. If a teacher is trying to prove that new method of teaching math is more effective than traditional one, he/she will conduct a:

A.one-tailed test C. Two-tailed test

B. point estimate D. Confidence interval

7 . A type I error occurs when:

A. the null hypothesis is incorrectly accepted when it is false

B. the null hypothesis is incorrectly rejected when it is true

C. the sample mean differs from the population mean

D. the test is biased

8. The confidence interval for the population mean affected by?

A. The population distribution, C. the sample size

B. The standard deviation, D. All of the above

9. Range or set of values which have chances to contain value of population parameter with particular confidence level is considered as

A. secondary interval estimation C. confidence interval estimate

B. population interval estimate D. sample interval estimate

10. A machine is designed to fill toothpaste tubes with 5.8 ounces of toothpaste. The manufacturer does not want any under filling or overfilling. The correct hypotheses to be tested are

A. H0: $\mu \neq 5.8$ Ha: $\mu = 5.8$

B. H0: $\mu = 5.8$ Ha: $\mu \neq 5.8$

C. H0: $\mu > 5.8$ Ha: $\mu \leq 5.8$

D. H0: $\mu \geq 5.8$ Ha: $\mu < 5.8$

11. The value set for α is known as:

A. the rejection level B. the acceptance level

B. the significance level D. the error in the hypothesis test

12. A sample of 50 students was taken from the local university. These students spent an average of $170 on books this semester, with a standard deviation of $25.50. Which of the following could you say with 95% confidence was the average spent on books by these 50 students?

A. $170 plus or minus $3.46

B. $170 plus or minus $5.95

C. $170 plus or minus $8.42

D. None of these is correct.

13. Which one of the following is a statistical procedure of arranging and putting data in a form of tables, graphs, charts and/or diagrams?

A. Organization B. Presentation C. Collection D. Analysing

14. The mean of 200 items is 50. Later on it is discovered that two items were wrongly taken as 92 and 8 instead of 192 and 88. What is the correct mean?

A. 203.6 B. 203 C. 196.4 D. 196

15. Out of 200 Haran bee university student 70 were registered for an Accounting course 50 registered for a Management course and 20 registered for both the probability for randomly selected student to be registered for Accounting or Management course is

A. 0.5 B. 0.25 C. 0.15 D. 0.52

16. Which one of the following is **not true** about binomial experiment?

A. Each trial can have only two out come
B. There must be a fixed number of trials
C. The probability of a success constant for each trial
D. The outcome of each trial must be independent

17. Suppose a medical experience show that 20% of the people have a cancer die .what is the probability that 2 out 3 patients will survive?

A. 0.24 B. 0.384 C. 0.48 D. 0.43

18. In how many different ways can a committee of 5 be selected from a group of 8 persons?

A. 54 ways B. 56ways C. 64 ways D. 46 ways

19. When we construct a frequency polygon?

A. The class marks are plotted along the x – axis
B. The class boundaries are plotted along the x- axis
C. Cumulative frequency plotted along the y-axis
D. The class frequencies plotted along the X – axis.

20.If the arithmetic mean of the distribution is 52, then what is the value of the missing frequency?

Xi	0--20	20--40	40---60	60---80	80-100
Fi	8	?	19	14	9

A. 11 B. 10 C. 15 D. Un known

21.If student registered for six courses with credit hours of 4,3,4,2, 3, and 4 score grades of A, B, A, D, C and B respectively, then what is the mean GPA of the student?

A, 3.5 B. 3.05 C. 3.00 D. 3.25

22. Which one of the following is **not** the mathematical measure of central tendency?

A. Arithmetic mean B. Geometric mean C. Harmonic mean D. Median

23. In the experiment of rolling a die what is the probability of getting 3 given that the outcome is odd?

A. $\frac{2}{3}$ B. $\frac{1}{3}$ C. $\frac{1}{2}$ D. $\frac{3}{5}$

24. Let the probability p of a car facing an accident in two intersecting roads be 0.0002, suppose during a certain period 10000cars pass what is the probability that 2 accidents occur?

A. e^{-2} B. $2e^{-2}$ C. $2e^{2}$ D. e^{2}

25. Suppose x_1=1, x_2=6, x_3=4, y_1=-2, y_2=6 and y_3=7 then, what is the value of $\sum_{i=1}^{3}(xi+yi)$?

A. 26 B. 22 C. 23 D. 24

26. Which one of the following is values that are mid way between the lower and upper limits?

A. Class interval B. Class mark C. Class size D. class boundaries

27. Which one of the following **is not** types graphical presentation of data?

A. Histogram B, Frequency polygon C. Ogive D. Pictogram

28. How many simple random samples of size 3 can be selected from a population of size 9?

A.144 C.35

B.156 D.84

29. Sampling distribution of $p^{-\dot{c}\dot{c}}$ is the

A. probability distribution of the sample mean C. mean of the sample

B. probability distribution of the sample proportion D. mean of the population

30. A simple random sample of 81 observations was taken from a large population. The sample mean and the standard deviation were determined to be 80 and 18 respectively. The standard error of the mean is

A. 2 C. 1.2

B. 0.12 D. 0 .8

31. A technique of sampling in which every member of the population has non zero chance of being included in the sample?

A. Probability sampling B. Non probability sampling

B. Non random sampling D. A and B

32. Which of the following sampling is very good for cases when members of a special population are difficult to locate?

A. Purposive sampling C. Cluster sampling

B. Selective sampling D. snowball sampling

33. An assumption made about the value of a population parameter is called a

b. Hypothesis B. C. Confidence D. significance

Conclusion

Answer Sheet

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Multiple Choice

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