

Bangladesh Open University

Programme: Commonwealth Executive MBA/MPA

Semester: 211, Level: 4th

Course Title: Quality Assurance Management

Submit by: January 19, 2024

Instructions for Assignment Submission

	Assignment Marks Distribution						
 1. Assignments must be submitted on A4 size paper in own hand writing. 2. Filled in cover page must be used on the top of each assignment (For specimen cover page, see page-5 of the Semester Calendar) 3. Assignments must be submitted to the coordinator of the study center you are attached with. 4. Spiral binding must be avoided. Instead, transparent folder or file cover or any other soft binding may be used. 5. Contact e-mail address & Cell Phone and Land Phone numbers must be written on the cover page clearly. If your e-mail address is not yet added to our e-mail list, please send a mail to mzraihan@bou.ac.bd with subject "Add Me". 6. In the case of delayed submission, the School will not acknowledge the submission of the assignment(s) and will not be responsible for any damage or loss of the assignment(s). 7. If it is noticed that your assignment is copied from another student's assignment, your assignment will be cancelled automatically.	<table> <tr> <td>Assignment -1</td> <td>10</td> </tr> <tr> <td>Assignment -2</td> <td>10</td> </tr> <tr> <td>Assignment -3</td> <td>10</td> </tr> </table>	Assignment -1	10	Assignment -2	10	Assignment -3	10
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Assignment -2	10						
Assignment -3	10						

- (a) What do you understand by quality and quality management? How customers measure the quality? Explain with example.
 - (b) Explain the philosophy of quality management.
 - (c) Suppose, you have had your dinner in a renowned restaurant in your locality. As a customer how will you assess the quality of the restaurant? If you were the manager of that restaurant how will you assess the quality of the said restaurant? Discuss.
- (a) What is meant by leadership? Do you find any differences or similarities between interactive leaders and servant leader? How they are different or similar?
 - (b) What are the roles that should be performed by a quality professional? Why these roles are essential for ensuring quality? Justify your opinion.
 - (c) To lead the organization successfully you need to possess leadership qualities. Do you think the required qualities can be acquired or is it developed by born? In this circumstances, how can you develop yourself as an effective leader? Explain.
- (a) How will you identify the customers' needs and expectation? How will you collect customer information and how the collected information be interpreted?
 - (b) What are the assistances a company expect from its partners?
 - (c) Explain the benefits of customer-supplier partnership and alliances.

Course Title: Quality Assurance Management**Submit by: February 23, 2024**

1. (a) What do you understand by benchmarking? Discuss the process of benchmarking. How can you benchmark the services of (i) Bangladesh telecommunication and (ii) Hospital?
(b) Explain the tools of continuous improvement. Suppose, you are working as a manager of manufacturing concern. Which tool will you follow for the continuous improvement of production unit? Justify your opinion.
(c) Describe the issues of mortar that are related to human resource house of quality.
2. (a) What do you mean by benchmarking? What issues are related to benchmarking? Illustrate.
(b) If you want to make a product quality planning in your organization what tools you are supposed to use for this? Which tools you think more appropriate for manufacturing concern? Why?
(c) How will you differentiate DMAIC methodology from DMADV methodology for ensuring quality performance?
3. (a) Why is quality standard important? Describe the benefits and drawbacks of ISO.
(b) Describe the documentation system of ISO 9000.

Bangladesh Open University
Programme: Commonwealth Executive MBA/MPA
Semester: 211, Level: 4th

Course Title: Quality Assurance Management

Submit by: March 15, 2024

1. (a) Define the concept quality change. How compensation restructuring assists in the change of quality standard? Discuss.
(b) Suppose you are planning to enter into the global market with your product. In this regard, you noticed that the existing quality of your product is not well enough to compete in the international market. Now, describe the steps that you are supposed to undertake in making change of your product in ensuring its quality.
(c) Describe the ways of team cohesiveness. How team cohesiveness improve the quality standard? Discuss.
2. (a) How is responsibility charting assists you to the way of progression of change? Discuss.
(b) Do you think behavioral modification plays vital role in making quality change of the organization? How? Explain.

3. Read the passage below and answer the question that follow:

There are no reliable estimates of the extent of computer-related theft. but some reckon that the USA as whole loses \$5 billion a year. All types of institution, especially banks, tend not to advertise their losses, fearing a further loss of business confidence in their systems. Recent surveys by management consultants suggest that only one in three financial services firms have broad support for security policies and 25 percent have no security policy at all. Almost 30 percent do not carry out a security review to spot potential risk.

There are numerous products and services to help combat computer crime. They include assessment of control systems for all types of computer and encryption software to scramble data, whether held on file or sent down a telecommunications line, and the use of passwords and physical keys. Many are now turning to smart cards, which effectively act as a service key and use a password or number. In the future use of bimetric security devices may become more common. These are systems that recognize things such as voices, fingerprints or eye pattern. However at present they are costly to install and maintain.

The probable inevitable advent of home-based EFTS has dramatic implications for the future shape of the financial services industry. If cash becomes unnecessary or, in the extreme case, if all banking and other financial transactions can be performed from a terminal in the home, the need for an extensive network of branches and agencies will vanish. Such a development would eliminate the present competitive advantage of the large financial services organizations and might also eliminate the opportunity to cross-sell services to core account holders via the branch system.

Questions:

1. “Janus is the two-faced god of ancient Rome.” In this case one face is turned towards core account holders, the other towards the remaining market. How? Discuss.
2. What are the probable threats of using automation as a part of quality management? Explain.
3. What measures you are supposed to undertake to ensure the quality service where security to be maintained?

Bangladesh Open University

Programme: Commonwealth Executive MBA/MPA

Semester: 211, Level: 4th

Course Title: Development Planning and Administration

Submit by: January 19, 2024

Instructions for Assignment Submission

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1. Identify the issue of Developmental and Non-Developmental dichotomy. Briefly discuss the significance of development administration.
2. Describe the salient attributes of development administration of developing nations.
3. What do you mean by development planning? Discuss the different types of development planning.
4. What is the schematic presentation of the development planning process that is given by Conyers and Hills?
5. Identify and explain some more indicators of sustainable development from your country. Do you think that the upcoming election may have great impact on sustainable development? Explain critically.

Bangladesh Open University**Programme: Commonwealth Executive MBA/MPA****Semester: 211, Level: 4th****Course Title: Development Planning and Administration****Submit by: February 23, 2023**

1. What, do you think, are the key problems coming in the way of development planning in Bangladesh? Explain.
2. Highlight the infrastructures available for implementation of plans in your country. What is your suggestions for further infrastructures development for implement of next five year's plan?
3. Explain the contemporary development issues in education facing in your country. What is your suggestions to Education Ministry about the higher education that win the challenges of fourth industrial revolution?
4. What are the certain measures that have to be adopted to increase yield per hectare and enhance agricultural productivity?
5. Explain the Edward W Weddner's ideal model (Planned Directional Growth with System Change) regarding development. What are the limitations of the model?

Bangladesh Open University

Programme: Commonwealth Executive MBA/MPA

Semester: 211, Level: 4th

Course Title: Development Planning and Administration

Submit by: March 15, 2023

1. What way would you use scalogram if you were planning a township or a cluster of urban settlements that were surrounded by rural spaces? Discuss with examples.
2. Define the concept of decentralized governance. Explain the need for decentralized governance in Bangladesh.
3. **Go through the case and answer to the questions given below the case.**

Bangladesh Poverty Assessment: Facing old and new frontiers in poverty reduction

Eight million Bangladeshi were lifted from poverty between 2010 and 2016, a new World Bank report disclosed. The report links the decline in poverty and improvement in living conditions to robust economic growth and an increase in labor income from the manufacturing industry.

However, behind this progress, the report highlights “emerging contrasts.” Ninety percent of the nation’s poverty reduction occurred in rural areas, but the share of people living in extreme poverty in urban areas remained almost unchanged. The report also showed that while the pace of economic growth has increased, the rate of poverty reduction was slower than between 2005 and 2010. Likewise, 54% of those who recently moved out of poverty are “vulnerable” to falling back in.

"The progress that Bangladesh has made in reducing poverty in the last decade is remarkable," said Mercy Tembon, World Bank Country Director for Bangladesh and Bhutan, in a press release. "But, with one out of four people still living in poverty, the country needs to do more, especially in addressing the new frontiers of poverty. For example, tackling urban poverty is critical since, at current trends, more than half of the poor in Bangladesh is projected to live in urban areas by 2030."

"Bangladesh has an inspiring story of reducing poverty and advancing development. Since 2000, the country has reduced poverty by half," the report reads. "Between 2010 and 2016, about 8 million Bangladeshi exited poverty." Alongside poverty reduction, the report claims human capital and life expectancy increased, child mortality lowered, and access to education, electricity, and clean water and sanitation improved. Still, Bangladesh's Finance Minister Mustafa Kamal believes the nation will continue to witness notable poverty reductions in the coming years and achieve its vision of a poverty rate of less than 3% by 2030.

“I hope you will see significant improvement in poverty reduction in the next two or three years, as the government has increased social safety net coverage and targeted vulnerable groups of people with specific programs to bring them out of poverty,” he said during an event at a hotel in.

Among the nation’s fresh poverty reduction solutions is the establishment of 100 Special Economic Zones — areas with unique economic regulation that promote foreign investment — which Kamal revealed would create 10 million new jobs across the country.

- a) What do you mean by poverty?
- b) Highlight the recent poverty situation in Bangladesh
- c) Discuss the different anti-poverty measures taken in ‘Vision 2030’ of Bangladesh.
- d) Bring out the problems and bottlenecks in the way of poverty eradication.

Bangladesh Open University

Programme: Commonwealth Executive MBA/MPA

Semester: 211, Level: 4th

Course: Electronic Commerce

Submit by: January 19, 2024

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Assignment Marks Distribution

Assignment -1	10
Assignment -2	10
Assignment -3	10

1. In the world of business, e-commerce has clearly impacted many aspects and led to many changes. Give three examples of major development areas.
2. According to some recent reports, e-commerce poses some dangers to Bangladeshi customers. Describe some of the dangers.
3. Describe what you know about internet protocol and internet service providers.
4. Explain the ways in which the components of an application can be partitioned between the client and the server.
5. Find an organization familiar to you that uses a networked system. Answer the following questions when you have read the information on the websites and thought about the above:
 - (a) What are the advantages for organisations in shifting to client/server computing models?
 - (b) What disadvantages must organisations address when adopting the client/server computing model?

Hint: It may be useful to draw up tables for this purpose. For each type, thin and fat, draw up a table with two columns. Label the left column 'advantages' and the right column 'disadvantages' and fill in as much as you can think of. Remember to keep these specific to the organisation you are thinking about.

Bangladesh Open University**Programme: Commonwealth Executive MBA/MPA****Semester: 211, Level: 4th****Course Title: Electronic Commerce****Submit by: February 23, 2024**

1. Explain how your business can use e-mail to effect positive results.
2. Packet Switched Network (PSN) has some advantages over the Public Switched Telephone Network (PSTN). Highlighting these advantages and other issues, differentiate PSN from PSTN.
3. Explain how e-commerce business models (or a combination of models) can help to get the most out of business values.
4. Describe the technical issues involved in implementing inter-organisational system.
5. “The emergence of the internet has provided a worldwide discussion and reconsideration of the value of freedom of expression and access to information.” Explain.
6. Outline some effects of internet on the 5Ps (product, price, place, promotion, & personalisation) of marketing.

Bangladesh Open University

Programme: Commonwealth Executive MBA/MPA

Semester: 211, Level: 4th

Course Title: Electronic Commerce

Submit by: March 15, 2024

1. Suppose you want to start e-commerce in Bangladesh. What legal issues should you consider in doing so?
2. Read the following passage and answer the questions that follow:

In order to claim their share of growth from the highly lucrative and evolving e-commerce landscape, businesses are under a lot of pressure to devise e-commerce strategies that are effective. However, given the speed at which new online engagement channels and business models are hitting the market every day, never has there been a greater need for businesses to take a step back and critically reevaluate their e-commerce strategies than now. With the technological entry barriers dissipating, it's easy for any company to be present in the market across all online channels. It's not difficult to guess that very soon, being on a large number of online channels will become the standard rather than a distinguishing factor for businesses. The real differentiator will be businesses' ability to innovate with existing channels (or a combination of channels) to provide a better quality of engagement for consumers – this is what will attract the technology savvy consumers of the future. Businesses must decide whether they want to join the race to have a greater number of online channels or if they want to innovate specific channels to attract consumers. In order to innovate, the three key questions that they need to ask are:

Questions:

- (a) What is attracting customers to specific technologies?
- (b) Do our online channels fulfill customers' needs?
- (c) Do we have the required technology to engage with our customers?

Bangladesh Open University

Programme: Commonwealth Executive MBA/MPA

Semester: 211, Level: 4th

Course Title: Corporate Finance

Submit by: January 19, 2024

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1. (a) During the last few decades, a number of environmental, hiring, and other regulations have been imposed on businesses. In view of these regulatory changes, is maximization of shareholder wealth any longer a realistic objective? Explain.
- (b) What is corporate governance? What role does a corporation's board of directors play in corporate governance?
- (c) As an investor, do you think that some managers are paid too much? Do their rewards come at your expense?
2. (a) Is the cash budget a better measure of liquidity than traditional measures, such as the current ratio and quick ratio? Explain.
- (b) Why is the sales forecast so important in preparing the cash budget? On what items should the financial manager concentrate in order to improve the accuracy of the cash budget? Explain your reasoning.
- (c) Prepare a cash budget for the Ace Manufacturing Company, indicating receipts and disbursements for May, June, and July. The firm wishes to maintain at all times a minimum cash balance of \$20,000. Determine whether or not borrowing will be necessary during the period, and if it is, when and for how much. As of April 30, the firm had a balance of \$20,000 in cash.

ACTUAL SALES		FORECASTED SALES	
January	\$50,000	May	\$ 70,000
February	50,000	June	80,000
March	60,000	July	100,000
April	60,000	August	100,000

Accounts receivable is 50 percent of total sales are for cash. The remaining 50 percent will be collected equally during the following two months (the firm incurs a negligible bad-debt loss). Cost of goods manufactured is 70 percent of sales: 90 percent of this cost is paid the following month and the remaining 10 percent one more month later. Selling, general, and administrative expenses is \$10,000 per month plus 10 percent of sales.

All of these expenses are paid during the month of incurrence. A semiannual interest payment on \$150,000 of bonds outstanding (12 percent coupon) is paid during July. An annual \$50,000 sinking-fund payment is also made at that time. A \$10,000 dividend payment will be declared and made in July. \$40,000 will be invested in plant and equipment in June. Income tax payments of \$1,000 will be made in July.

3. (a) How does a financial lease differ from an operating lease?
- (b) In general, how is lease financing treated from an accounting standpoint versus debt financing?
- (c) Fazle Fabulous Fabrics wishes to acquire a \$100,000 multifaced cutting machine. The machine is expected to be used for eight years, after which there is no residual value. If Fazle were to finance the cutting machine by signing an eight-year “true” lease contract, annual lease payments of \$16,000 would be required, payable in advance.

The company could also finance the purchase of the machine with a 12 percent term loan having a payment schedule of the same general configuration as the lease payment schedule. Straight line depreciation method will be applied, and the company has a 35 percent tax rate. What is the present value of cash out flows for each of these alternatives, using the after-tax cost of debt as the discount rate? Which alternative is preferred?

Bangladesh Open University

Programme: Commonwealth Executive MBA/MPA

Semester: 211, Level: 4th

Course Title: Corporate Finance

Submit by: February 23, 2024

1.
 - (a) When a convertible security is converted into common stock, there is dilution in earnings per share. Would you expect the market price of the stock to decline as a result of this dilution? Explain.
 - (b) What are stock purchase warrants? What are the similarities and key differences between the effects of warrants and those of convertibles on the firm's capital structure and its ability to raise new capital?
 - (c) Dinoo Mathur wishes to determine whether the \$1,000 price asked for Stanco Manufacturing's bond is fair in light of the theoretical value of the attached warrants. The \$1,000-par-value, 30-year, 11.5%-coupon-interest-rate bond pays annual interest and has 10 warrants attached for purchase of common stock. The theoretical value of each warrant is \$12.50. The interest rate on an equal-risk straight bond is currently 13%.
 - i. Find the *straight value* of Stanco Manufacturing's bond.
 - ii. Calculate the implied price of *all* warrants attached to Stanco's bond.
 - iii. Calculate the implied price of *each* warrant attached to Stanco's bond.
 - iv. Compare the implied price for each warrant calculated in part c to its theoretical value. On the basis of this comparison, what assessment would you give Dinoo with respect to the fairness of Stanco's bond price? Explain.
2.
 - (a) If convertible securities can be issued at a lower effective interest rate than long-term bonds, why would a company ever issue straight debt?
 - (b) As a lender, how attractive are warrants to you as a "sweetener"? Will you give terms more favorable than you otherwise would? Explain.
 - (c) Eastern Clock Company has an outstanding issue of convertible bonds with a \$1,000 par value. These bonds are convertible into 50 shares of common stock. They have a 10% annual coupon interest rate and a 20-year maturity. The interest rate on a straight bond of similar risk is currently 12%.
 - i. Calculate the *straight bond value* of the bond.
 - ii. Calculate the *conversion (or stock) value* of the bond when the market price of the common stock is \$15, \$20, \$23, \$30, and \$45 per share.
 - iii. For each of the stock prices given in part (ii), at what price would you expect the bond to sell? Why?
 - iv. What is the least you would expect the bond to sell for, regardless of the common stock price behavior?
3.
 - (a) How does a chattel mortgage differ from a conditional sales contract when it comes to financing equipment?
 - (b) What are the major functions of the World Trade Organization and North American Free Trade Agreement in international trade?
 - (c) What is political risk and exchange rate risk, and how are they managed by multinational corporations (MNCs)? Explain.

Bangladesh Open University**Programme: Commonwealth Executive MBA/MPA****Semester: 211, Level: 4th****Course Title: Corporate Finance****Submit by: March 15, 2024**

1.
 - (a) With a common-stock-for-common-stock acquisition, is it better to analyze the situation on a cash-flow basis or to look more to the acquisition's effect on the surviving firm's earnings per share? Explain.
 - (b) Suppose, both Company X and Company Y have considerable variability in their earnings, but they are in unrelated industries. Could a merger of the two companies reduce the risk for shareholders of both companies? Could investors lower the risk on their own?
 - (c) When evaluating a potential acquisition's future, why penalize the prospect by deducting the capital expenditures that will need to be made when performing a cash-flow analysis? Are not future earnings what really matter?
2. Valdez Coffee Company is considering the cash acquisition of Mountain Creamery, Inc., for \$750,000. The acquisition is expected to result in incremental cash flows of \$100,000 in the first year, and this amount is expected to grow at a 6 percent compound rate. In the absence of the acquisition, Valdez expects net cash flows (after capital expenditures) of \$600,000 this year, and these are expected to grow at a 6 percent compound rate forever. At present, suppliers of capital require a 14 percent overall rate of return for Valdez Coffee Company. However, Mountain Creamery is much riskier, and the acquisition of it will raise the company's overall required return to 15 percent.
 - i) Should Valdez Coffee Company acquire Mountain Creamery, Inc.?
 - ii) Would your answer be the same if the overall required rate of return stayed the same?
 - iii) Would your answer be the same if the acquisition increased the surviving company's growth rate to 8 percent forever?

Bangladesh Open University

CEMBA/CEMPA Program

Semester: 211, Level: 4th

Course : Managerial Economics

Due on : January 19, 2024

Instructions for Assignment Submission

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- 1.1. Read the following story and write down your response to question indicated.

Think of a context where a society has been devastated due to war. The roads, bridges, school buildings, residential houses, etc. have been damaged and the people have been displaced as well. Now they want to turn back to normal life. What can be the immediate economic solution to that problem.

- 1.2. Read following report and identify the opportunity cost of not paying electricity bills.

Mr. Karim needed to spend TK. 5000 on some great shoes and as a result, he failed pay the electric bill. If the electricity line is cut due to the non-payments of the bills, what will be the opportunity cost having the shoes?

- 1.3. Read the following news story carefully and you will notice that George W Bush considered elasticity of demand of Indians for food responsible for world food crisis. What type of elasticity of demand did he mention?

The ex-US president, George W Bush, once said, answering a question on food crisis, 'Just as an interesting thought for you, there are 350 million people in India who are classified as middle class. Their middle class is larger than our entire population. And when you start getting wealth, you start demanding better nutrition and better food. And so demand is high, and that causes the price to go up.'

- 1.4. Analyze the markets of the following products and answer the questions specified below:

Hilsa fish, Onion, Rice, RMG, Uber ride service, and Metro rail service.

Required:

- 1.5.1. Draw the demand and supply curves.
- 1.5.2. Due to Russia-Ukraine war, what happened to the market price.

Bangladesh Open University

CEMBA/CEMPA Program

Semester: 211, Level: 4th

Course : Managerial Economics

Due on : February 23, 2024

- 2.1. The cross-price elasticity of tea and coffee is estimated to be 0.15. Explain why the value is positive. If the coffee price decreases by 25 per cent, what will be the effect on sales of tea?
- 2.2. For the demand function $Q = 10P^{-0.5}$
- Find the elasticity of demand.
 - Find the marginal revenue function.
 - Find the relationship between marginal revenue and elasticity of demand. Briefly explain.
- 2.3. Find the income elasticity for a good with the demand function $Q = 10MP^{-1}$, at $M = 50,000$ and $P = 100$. (Here, Q = Quantity, M = income, and P = price). Is this good normal or inferior? Explain.
- 2.4. The demand for yogurts of brand 'A' is estimated to be, $Q = 50 - 5P_a + 4P_b + 0.05M$ Q : Quantity, P_a : Price of brand 'A', P_b : Price of brand 'B', M = Income
- Find the own price elasticity of demand.
 - Find the cross price elasticity of demand.
 - Find the income elasticity of demand.
 - Are 'A' and 'B' substitutes or complements? Explain.
 - Is 'A' an inferior good? Explain why or why not.
- 2.5. The details of the production activity of a farm are as follows:

Assignment Marks Distribution

Assignment-1 } 10

Assignment-2 } 10

Assignment-3 } 10

	Name of the Inputs	Quantity of inputs required	Price of input	Ownership of input
Product: Rice	Land	100 Decimals	Tk. 50/Decimal	Family
	Labor	20 Mandays	Tk. 200/Manday	Family
Output: 200Kg	Seed	10 Kg	Tk. 20/Kg	Market
	Fertilizer (Chemical)	10Kg	Tk. 40/Kg	Market
Interest: rate=10% [Own money used]	Irrigation	3 Months	Tk. 300/Month	Market
	Ploughing	Tractor	Tk200/100 Decimals	Market
	Cow dung	200kg	Tk. 20/10Kg	Family
	Insecticide	2 Litres	Tk. 200/Litre	Market
	Entrepreneurship	1	Tk. 30000 (Opportunity cost)	

Find – i) Accounting cost ii) Economic cost

স্কুল অব বিজনেস
Bangladesh Open University
 CEMBA/CEMPA Program
 Semester: 211, Level: 4th

Course : Managerial Economics

Due on : March 15, 2024

(Assignment is to be presented in own handwriting on A4 size white pages)

Note : Answer all the questions and submit to the coordinator of your tutorial center on or before due date.

- 3.1. For a firm maximising its profits in a perfectly competitive situation, find the conditions of profit-maximisation in terms of price and marginal cost. Why will the firm not sell a quantity where the price is greater or less than the marginal cost?
- 3.2. If a firm has a cost function $C(Q) = 100 + 4Q^2 - 2Q$ and faces a price of \$150 on a perfectly competitive world, then what is the level of output that it should produce? Find the profit at this level of output.
- 3.3. Identify which of the following are the short-run and which ones are long-run production functions: (i) $Q=AK^2L$, (ii) $Q=AK^{0.6}L^{0.4}$ (iii) $Q=AK^0L^{0.8}$ (iv) $Q=100L^2$
- 3.4. Describe the law of decreasing returns to variable proportions? How this law is different from the law of decreasing returns to scale? Identify which of the following are increasing, decreasing or constant returns to scale production functions: (i) $Q=AKL^2$, (ii) $Q=AK^{0.5}L^{0.4}$, (iii) $Q=AK^{0.4}L^{0.6}$, (iv) $Q=50KL^{0.5}$.

**Assignment Marks
Distribution**

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Assignment-2 } 10

Assignment-3 } 10