

**N-0085**

**Sub. Code**

**205411/205511/**

**205611/205711/**

**205811**

**(Common for M.B.A. (G)/FM/LM/T/HRM) DEGREE  
EXAMINATION, MAY 2022 & DEC. 2022**

**ONLINE PROGRAMME EXAMINATIONS**

**First Semester**

**MANAGEMENT – PRINCIPLES AND PRACTICES**

**(CBCS – 2020 onwards)**

Time : 2 Hours

Maximum : 75 Marks

**Part A**

**(33 × 1 = 33)**

Answer **all** questions.

1. The heart of administration is the \_\_\_\_\_ function.  
(a) Directing                      (b) Organizing  
(c) Controlling                    (d) Co-operating
  
2. \_\_\_\_\_ involves a series of steps to be taken to accomplish desired goals.  
(a) Values                          (b) Techniques  
(c) Programmes                    (d) Actions
  
3. The Practice of Management written by \_\_\_\_\_  
(a) Peter F. Drucker                (b) Terry  
(c) Louis Allan                      (d) Henry Fayol

4. Pioneer of Human Relations is \_\_\_\_\_  
(a) Mary Parkett (b) Lillian Gilbert  
(c) Henry Fayol (d) Elton Mayo
5. The first and foremost function of management is \_\_\_\_\_  
(a) planning (b) organizing  
(c) controlling (d) co-ordination
6. Contingent plan to meet environmental pressures is \_\_\_\_\_  
(a) objective (b) strategies  
(c) policies (d) rules
7. The decision which relates to day-to-day operation of an organization is known as \_\_\_\_\_  
(a) Major decision (b) Organizational decision  
(c) Personal decision (d) Operative decision
8. A decision taken to meet unexpected situations is known as \_\_\_\_\_  
(a) economic decision  
(b) crisis decision  
(c) non-economic decision  
(d) problem decision
9. Devices which show the organizational relationships \_\_\_\_\_  
(a) organizational charts  
(b) scalar chain  
(c) overall plan  
(d) Budgets

10. A system of co-operative activities of two or more persons is called \_\_\_\_\_
- (a) department            (b) co-ordination  
(c) organization        (d) control
11. Departmentation is a part of the \_\_\_\_\_
- (a) Organization process  
(b) Control process  
(c) Planning process  
(d) Staffing process
12. The process whereby a manager shares his work and authority with his subordinates is \_\_\_\_\_
- (a) Decentralisation  
(b) Responsibility  
(c) Delegation  
(d) Decision making
13. The process of acquiring, deploying, and retaining a workforce of sufficient quantity and quality to create positive impacts on the organization's effectiveness is called
- (a) staffing                (b) recruitment  
(c) selection               (d) placement
14. \_\_\_\_\_ is the "On the Job Training" method used to train electricians.
- (a) Web publishing    (b) Job rotation  
(c) Coaching            (d) Apprenticeship
15. Positive motivation makes people willing to do their work in the best way they can and improve their \_\_\_\_\_
- (a) Productivity        (b) Personality  
(c) Performance        (d) People

16. The motivation theory which classifies need in hierarchical order is developed by  
(a) Fred Luthans (b) Scott  
(c) Abraham Maslow (d) Peter. F. Drucker
17. Directing flows in \_\_\_\_\_ direction.  
(a) Upward (b) Downward  
(c) Diagonal (d) Horizontal
18. All decision-making power is centralized in the leader is under \_\_\_\_\_  
(a) autocratic style (b) liberal leader  
(c) democratic leader (d) institutional leader
19. Communication that flow from superior to subordinates is \_\_\_\_\_  
(a) downward communication  
(b) upward communication.  
(c) horizontal communication  
(d) informal communication.
20. Exchange of ideas, opinions, information etc between two or more persons is \_\_\_\_\_  
(a) Planning (b) Organizing  
(c) Communication (d) Staffing
21. Co-ordination is \_\_\_\_\_  
(a) a management function  
(b) the essence of management  
(c) an objective of management  
(d) a social objective

22. \_\_\_\_\_ refers to the planning, only planning is not sufficient, it is to be ensured that works are done as per the plan made.
- (a) Scalar chain            (b) Order  
(c) Equity                    (d) Initiative
23. All employees is guided are \_\_\_\_\_
- (a) code of ethics        (b) word of ethics  
(c) ethical dilemma    (d) customers
24. Ethics should guide the technology towards
- (a) Political justice    (b) Cultural justice  
(c) Social justice        (d) Economic justice
25. \_\_\_\_\_ is the process of ensuring that actual results are in accordance with planned results.
- (a) Controlling            (b) Coordinating  
(c) Planning                (d) Directing
26. Controlling function finds out how \_\_\_\_\_ far deviates from standards
- (a) Actual performance  
(b) Improvement  
(c) Corrective actions  
(d) Cost
27. \_\_\_\_\_ is defined as cooperation between two or more organizations with a common objective, shared control, and contributions (in terms of resources, skills, and capabilities) by the partners for mutual benefits.
- (a) Strategic alliance    (b) Joint venture  
(c) Merger                    (d) Acquisitions

28. Benchmarking is a/an \_\_\_\_\_ tool.
- (a) improvement      (b) cutting  
(c) quality            (d) production
29. Planning is looking ahead and control is \_\_\_\_\_
- (a) looking back  
(b) looking front  
(c) looking sideward  
(d) looking down
30. Motivation based on force of fear is called \_\_\_\_\_
- (a) negative motivation  
(b) positive motivation  
(c) extrinsic motivation  
(d) intrinsic motivation
31. Principles of management provide \_\_\_\_\_
- (a) readymade solutions to problems  
(b) general guidelines.  
(c) methods and procedures  
(d) rules and regulations
32. \_\_\_\_\_ specifies the end to be achieved.
- (a) Objective            (b) Strategy  
(c) Policy                (d) Method
33. The principles by which the process of perceptual organization work was first identified by Max Wertheimer in the year \_\_\_\_\_.
- (a) 1918                (b) 1933  
(c) 1924                (d) 1923

**Part B**

(7 × 6 = 42)

Answer **all** questions, choosing either (a) or (b).

34. (a) Explain the various functions of management.

Or

- (b) Describe the contribution of Henry Fayol to management thought.

35. (a) What is decision making? Explain the rationals and steps involved in decision making.

Or

- (b) Explain the process of management by objectives.

36. (a) Discuss the nature and process of organizing.

Or

- (b) Explain the issues in organizational culture in modern business organizations.

37. (a) What is recruitment? Describe various methods of recruitment

Or

- (b) Discuss the importance of motivation as a function of Management.

38. (a) Explain various principles of Direction.

Or

- (b) Explain the types of formal organizational communication.

39. (a) Explain the need and importance of co-ordination in an organization.

Or

(b) Discuss the role of organization culture in ethics.

40. (a) Explain the nature and process of control.

Or

(b) Discuss the process of preparing a strategy for competitive advantage using core competence.

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**N-0086**

**Sub. Code**

**205412/**

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**205812**

**COMMON FOR M.B.A. (G)/FM/LM/T/HRM DEGREE  
EXAMINATION, MAY 2022 & DEC. 2022**

**ONLINE PROGRAMME EXAMINATIONS**

**First Semester**

**ORGANISATIONAL BEHAVIOUR**

**(CBCS – 2020 onwards)**

Time : 2 Hours

Maximum : 75 Marks

**Part A**

**(33 × 1 = 33)**

Answer **all** the questions.

1. Hawthorne studies is related to which stage of the organizational behavior evolution?
  - (a) industrial revolution
  - (b) scientific management
  - (c) organizational behavior
  - (d) human relations movement
  
2. Forces affecting organizational behavior are
  - (a) people
  - (b) environment
  - (c) technology
  - (d) all of the above

3. In present content, challenges for organizational behavior are \_\_\_\_\_.
- (a) employee expectation
  - (b) workforce diversity
  - (c) globalization
  - (d) all of the above
4. The \_\_\_\_\_ theory states a manager's choice of organizational structures and control systems depends on characteristics of the external environment
- (a) mechanistic
  - (b) management science
  - (c) organic
  - (d) contingency
5. Organizational commitment is defined as \_\_\_\_\_
- (a) the degree to which an employee identifies with the organization they work for and its goals
  - (b) an employee's belief that the organization they work for will go to considerable lengths
  - (c) the degree to which an employee's sense of fulfillment and self-worth is related to their job
  - (d) the degree to which an employee believes their work imparts their organization
6. Which of the following is not part of the definition of attitudes?
- (a) learned
  - (b) inherited
  - (c) relating to some attitude object as act
  - (d) having an evaluative dimension

7. Which of the following is not a contributing discipline of OB?
- (a) anthropology
  - (b) psychology
  - (c) physiology
  - (d) sociology
8. Work attitudes can be reflected in an organization through
- (a) job satisfaction
  - (b) organizational commitment
  - (c) both (a) and (b)
  - (d) none of the above
9. A program that asks managers to reconsider how work would be done and the organization structured if they were starting to develop the company from the beginning is
- (a) Reengineering
  - (b) MBO
  - (c) TQM
  - (d) Diversity training
10. Behaviors and attitudes can best be predicted by knowing
- (a) a person is belief
  - (b) social norms that influence a person intention
  - (c) a person's value
  - (d) (a) and (c)

11. Factors related to person characteristics which affect perception include all of the following except
  - (a) values and attitudes
  - (b) needs and motives
  - (c) beliefs and culture
  - (d) human behavior
  
12. Factors that determine job satisfaction include all of the following except
  - (a) fairness
  - (b) discrepancy
  - (c) disposition
  - (d) high pay
  
13. An informed group is characterized by the
  - (a) stipulation of expected behaviours by the organization
  - (b) predetermined designation of tasks of members
  - (c) pursuit of particular organizational goals
  - (d) fulfillment of the need for social content
  
14. In the context of the social identify theory, people have \_\_\_\_\_ to the failure or success of group members.
  - (a) angry reactions
  - (b) lack of empathy or prie
  - (c) emotional withdrawal
  - (d) emotional reactions

15. \_\_\_\_\_ is when we connect with others because of our roles
- (a) collective identification
  - (b) schadenfreude
  - (c) relational identification
  - (d) informal group identification
16. \_\_\_\_\_ power is based on identification with a person who has desirable resources or personal traits
- (a) coercive                      (b) legitimate
  - (c) referent                      (d) expert
17. \_\_\_\_\_ power is influence wielded as result of proficiency, special skill or knowledge
- (a) legitimate                      (b) reward
  - (c) referent                      (d) expert
18. The three basic power relationship to ensure success are \_\_\_\_\_.
- (a) upward, downward and lateral
  - (b) upward, downward and oblique
  - (c) upward, lateral and oblique
  - (d) downward, lateral and external
19. Negotiating the interpretation of a vision contract is an example of \_\_\_\_\_
- (a) organizational politics
  - (b) lateral relations
  - (c) an approval relationship
  - (d) an ending leakage

20. A known OD conceptualize has identified prime responsibilities of OD, consultant the initiator's name is
- (a) Taylor
  - (b) Ishikawer
  - (c) Posovasky
  - (d) Argyris
21. Which of the following is not a conflict resolution technique?
- (a) appointing a devits advocate
  - (b) authoritative command
  - (c) subordinate goals
  - (d) avoidare
22. An interpersonal conflicts in which no participant is aware of the divergence of goals, needs or interests is known as \_\_\_\_\_.
- (a) latent conflict
  - (b) false conflict
  - (c) cause of action
  - (d) none of the given options
23. A situation involving actual incompatibility of needs, interests of goals is defined as \_\_\_\_\_.
- (a) false conflict
  - (b) true conflict
  - (c) vertical conflict
  - (d) both true and vertical conflict

24. The formal authority and control system are reduced, the \_\_\_\_\_ provided by a strong culture that everyone is painted in the same direction.
- (a) rules and regulations
  - (b) shared meaning
  - (c) rituals
  - (d) socialization
25. A strong culture should increase employee loyalty because it result in \_\_\_\_\_.
- (a) a highly centralized organization
  - (b) narrow spans of control
  - (c) cohesiveness and organizational commitment
  - (d) a highly formalized organization
26. Organizational climate is based on the \_\_\_\_\_ of members towards the organizations
- (a) perceptions            (b) loyalty
  - (c) commitment        (d) all of the above
27. Intrapersonal communications
- (a) Entails communication with another person
  - (b) denotes communication with its one's self that necessarily involves the processes of thinking and feeling
  - (c) Is a process in which individuals connect with themselves either consciously or subconsciously
  - (d) Both (b) and (c) only
28. In an organization, which of these is not a type of communication?
- (a) downward            (b) upward
  - (c) curve                (d) horizontal

29. Any business house is concerned with communication
- (a) external
  - (b) dumb
  - (c) deaf
  - (d) blind
30. Which of the following is/are the overall activity(s) to ensure the change is successful?
- (a) change management
  - (b) executive management
  - (c) board governance
  - (d) none of these
31. Cultural homogeneity refers to
- (a) cross-cultural movements
  - (b) inter-cultural movements
  - (c) adaptations to the local culture
  - (d) cultural uniformity
32. Organization development is a planned process of change through the utilization of
- (a) behavioural science technologies
  - (b) money
  - (c) machinery
  - (d) human
33. \_\_\_\_\_ is/are the major stem in OD
- (a) the emergence of action research
  - (b) the evolution of the Tavistock sociocinical approaches
  - (c) both (a) and (b)
  - (d) none of the above



**Part B**

(7 × 6 = 42)

Answer **all** questions, choosing either (a) or (b).

34. (a) Define organizational behavior. Explain the elements of organizational behavior.

Or

- (b) Analyse the significance of organizational commitment.

35. (a) Discuss the relationship between attitude, behavior and consistency.

Or

- (b) Discuss the causes of human behavior.

36. (a) Write a detailed note on theories of group formation.

Or

- (b) Explain the basic sources of leadership power.

37. (a) Analyse the impact of organizational politics.

Or

- (b) Discuss the strategies for encouraging constructive conflict.

38. (a) Explain the factors affecting organizational effectiveness.

Or

- (b) Explain the theories of organizational culture.

39. (a) Explain the essential elements of communication.

Or

- (b) Briefly mention the levels of change

40. (a) Why is it necessary to understand cultural differences to operate at a global level?

Or

(b) Explain the process of organizational development.

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**N-0087**

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**205413/  
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205813**

**COMMON FOR M.B.A. (G)/FM/LM/T/HRM DEGREE  
EXAMINATION, MAY 2022 & DEC 2022**

**ONLINE PROGRAMME EXAMINATIONS**

**First Semester**

**MANAGERIAL ECONOMICS**

**(CBCS – 2020 onwards)**

Time : 2 Hours

Maximum : 75 Marks

**Part A**

(33 × 1 = 33)

Answer **all** questions.

1. Managerial economics uses
  - (a) Micro Economics only
  - (b) Macro Economics only
  - (c) Both Micro and Macro Economics
  - (d) None of the above
  
2. Business Profit =
  - (a) Total Sales Revenue - implicit Costs
  - (b) Total Sales Revenue - Explicit Costs
  - (c) Total Sales Revenue - Total Costs
  - (d) None of the above

3. Economic Profit =
- (a) Sales Revenue - (Implicit Costs + Explicit Costs)
  - (b) Sales Revenue - Explicit Costs
  - (c) Sales Revenue - Implicit Costs
  - (d) None of the above
4. The basic economic problem is the problem of
- (a) Abundance of resources
  - (b) Scarcity of resources
  - (c) Human Resources
  - (d) None of the above
5. In case of \_\_\_\_\_ demand, a slight change in the price will make greater change in demand.
- (a) Inelastic                      (b) Elastic
  - (c) Perfectly elastic      (d) Perfectly inelastic
6. When the price of Coffee increases and the demand for Cooldrink increase then
- (a) Coffee and Cooldrink are
  - (b) Coffee and Cooldrink are complimentary for each other
  - (c) Coffee and Cooldrink are noncomplimentary for each other
  - (d) None of the above
7. Consumer surplus is the state where a consumer willing to pay higher price actually pays
- (a) Higher price
  - (b) Lower price
  - (c) Sometimes higher and sometimes lower price
  - (d) None of the above

8. 'Law of variable proportions' is also known as
- (a) Law of Diminishing Returns
  - (b) Law of Increasing Returns
  - (c) Law of Constant Returns
  - (d) None of the above
9. 'Return to scale' means
- (a) Change in output when only some factors of production are increased
  - (b) Change in output when only variable factors of production are increased
  - (c) Change in output when only fixed factors of production are increased
  - (d) Change in output when all factors of production are increased simultaneously
10. In 'Perfect competition' products are:
- (a) Heterogeneous      (b) Homogeneous
  - (c) Differentiated      (d) None of the above
11. In 'Perfect competition' factors of production are:
- (a) Perfectly mobile      (b) Perfectly immobile
  - (c) Both (a) and (b)      (d) None of the above

12. In 'Perfect competition' firms are:
- (a) Not Free to enter or exit
  - (b) Free to enter or exit
  - (c) Sometimes free and sometimes not free to enter or exit
  - (d) None of the above
13. In 'Imperfect competition' products are:
- (a) Heterogeneous      (b) Homogeneous
  - (c) Differentiated      (d) None of the above
14. In 'Imperfect competition' factors of production are
- (a) Perfectly mobile      (b) Perfectly immobile
  - (c) Both (a) and (b)      (d) None of the above
15. In economics competition refers to the market structure which means
- (a) The extent to which individual firm have the power to influence market price
  - (b) Competition among firms
  - (c) Number of firms
  - (d) None of the above
16. A monopolist is
- (a) Price maker and not price taker
  - (b) Price influencer
  - (c) Price taker and not price maker
  - (d) None of the above

17. In 'Monopoly' firms entry of other firms are
- (a) Free
  - (b) Restricted
  - (c) Sometimes free and sometimes restricted
  - (d) None of the above
18. A seller under perfect competition
- (a) Can practice price discrimination
  - (b) Cannot practice price discrimination
  - (c) Sometimes can practice price discrimination
  - (d) None of the above
19. Balance of payments of a country includes
- (a) Balance of trade
  - (b) Capital receipts and payments
  - (c) Saving and investment account
  - (d) Both (a) and (b)
20. To avoid double counting when GDP is estimated, economists
- (a) Use GDP deflator
  - (b) Calculate value added at each stage of production
  - (c) Use retail prices
  - (d) Use price of only intermediate goods

21. Total value of all final goods and services produced in a country during one year is:
- (a) Net National Product (NNP)
  - (b) Gross National Product (GNP)
  - (c) Gross Domestic Product (GDP)
  - (d) National Income (NI)
22. The goods which are used directly by the people are called
- (a) Consumer goods
  - (b) Capital good
  - (c) Direct good
  - (d) None of these
23. National income of a country does not include
- (a) Self services, low wages
  - (b) Donations and high salaries
  - (c) Corporate taxes and gifts
  - (d) Illegal incomes and unreported incomes
24. Profit is
- (a) Total revenue - Implicit cost
  - (b) Total revenue - Explicit
  - (c) Total revenue - Explicit and Implicit cost
  - (d) None of the above
25. \_\_\_\_\_ profit is the difference between total revenue and total explicit and implicit cost.
- (a) Marginal Profit
  - (b) Gross Profit
  - (c) Net Profit
  - (d) None of the above



26. If the income and substitution effect of a price increase works in the same direction the good whose price has changed is a
- (a) Giffen goods
  - (b) Inferior goods
  - (c) Normal goods
  - (d) Superior
27. Inflation is
- (a) A decrease in the overall level of economic activity
  - (b) An increase in the overall level of economic activity
  - (c) An increase in the overall price level
  - (d) A decrease in the overall price level
28. If all resources used in the production of a product are increased by 20 percent and output increases by 20 percent, then there must be
- (a) economies of scale
  - (b) diseconomies of scale
  - (c) constant returns to scale
  - (d) increasing average total costs
29. Iso-cost line indicate the price of
- (a) Output
  - (b) Inputs
  - (c) Finished goods
  - (d) Raw material

30. The distinction between variable cost and fixed cost is relevant only in
- (a) long period
  - (b) short period
  - (c) medium term
  - (d) mixed period
31. Method is also known as Sales Force Composite method or collective opinion-method
- (a) Opinion survey
  - (b) Expert opinion
  - (c) Delphi method
  - (d) Consumer interview method
32. In ————— approach, on the basis of the growth of an established product, the demand for the new product is estimated.
- (a) Growth curve approach
  - (b) Evolutionary approach.
  - (c) Opinion polling approach
  - (d) vicarious approach
33.  $E_p=0$  in the case of ————— elasticity.
- (a) Perfectly elastic demand
  - (b) Perfectly inelastic demand
  - (c) Relative elastic demand
  - (d) Unitary elastic demand

**Part B**

(7 × 6 = 42)

Answer **all** questions, choosing either (a) or (b).

34. (a) What are the relationship between Managerial Economics and other disciplines.

Or

- (b) Write notes on :  
(i) Opportunity Cost  
(ii) Production Possibility Curve.

35. (a) What are the role of Equilibrium and Equi-marginalism in business decision making?

Or

- (b) Explain Law of Demand and role in Business Decisions.

36. (a) Write notes on:  
(i) Supply Equilibrium  
(ii) Giffen Paradox.

Or

- (b) Explain Cobb Douglas Production Function.

37. (a) Write notes on :  
(i) Monopoly  
(ii) Monopolistic Competition  
(iii) Oligopoly

Or

- (b) Distinguish between fixed costs and variable costs.

38. (a) What is national income? How do we compute it?

Or

(b) What is collective bargaining? Explain the importance of collective bargaining.

39. (a) Define Profit. Discuss briefly theories of Profit.

Or

(b) Write notes on: (i) Business Cycle (ii) Inflation.

40. (a) Define monopolistic market and discuss its features.

Or

(b) Discuss features of perfectly competitive market.

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**N-0088**

**Sub. Code**

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**COMMON FOR M.B.A. (G)/FM/LM/T/HRM DEGREE  
EXAMINATION, MAY 2022 & DEC 2022**

**ONLINE PROGRAMME EXAMINATIONS**

**First Semester**

**QUANTITATIVE TECHNIQUES**

**(CBCS – 2020 onwards)**

Time : 3 Hours

Maximum : 75 Marks

**Part A**

(33 × 1 = 33)

Answer **all** questions.

1. In a transportation problem, items are allocated from sources to destinations
  - (a) at a maximum cost
  - (b) at a minimum cost
  - (c) at a minimum profit
  - (d) at a minimum revenue
  
2. The linear programming model for a transportation problem has constraints for supply at each \_\_\_\_\_ and \_\_\_\_\_ at each destination.
  - (a) destination / source
  - (b) source / destination
  - (c) demand/source
  - (d) source/demand

3. The transshipment model is an extension of the transportation model in which intermediate transshipment points are \_\_\_\_\_ between the sources and destinations.
- (a) decreased            (b) deleted  
(c) subtracted          (d) added
4. In a(an) \_\_\_\_\_ inventory system a constant amount is ordered when inventory declines to a predetermined level.
- (a) optional            (b) economic  
(c) periodic            (d) continuous
5. As order size increases, total
- (a) inventory costs will increase, reach a maximum and then quickly decrease  
(b) inventory cost will decrease, reach a minimum and then increase  
(c) ordering costs will initially increase while total carrying cost will continue to decrease  
(d) carrying cost decreases while the total ordering cost increases
6. A \_\_\_\_\_ probability is a probability that an event will occur given that another event has already occurred.
- (a) subjective            (b) objective  
(c) conditional          (d) binomial
7. The events in an experiment are \_\_\_\_\_ if only one can occur at a time.
- (a) mutually exclusive  
(b) non-mutually exclusive  
(c) mutually inclusive  
(d) non-mutually inclusive

8. In the linear programming formulation of the shortest route problem, there is one constraint for each node indicating
- (a) capacity on each path
  - (b) whatever comes into a node must also go out?
  - (c) capacity on each arc
  - (d) a maximum capacity on a path
9. The objective of the maximal flow solution approach is to \_\_\_\_\_ the total amount of flow from an origin to a destination
- (a) minimize
  - (b) maximize
  - (c) discriminate
  - (d) divide
10. If an activity cannot be delayed without affecting the entire project, it is a \_\_\_\_\_ activity.
- (a) completed
  - (b) critical
  - (c) conjugated
  - (d) none of the above
11. When an activity is completed at a node, it has been
- (a) finished
  - (b) ended
  - (c) realized
  - (d) completed
12. The critical path is the \_\_\_\_\_ time the network can be completed.
- (a) maximum
  - (b) minimum
  - (c) longest
  - (d) shortest
13. With the criterion \_\_\_\_\_, the decision maker attempts to avoid regret.
- (a) Minimax regret
  - (b) Equal likelihood
  - (c) Horwich
  - (d) Maximin

14. When is it most appropriate to use a decision tree?
- (a) if the decision-maker wishes to minimize opportunity loss
  - (b) if a decision situation requires a series of decisions
  - (c) if the decision-maker must use perfect information
  - (d) if all states of nature are equally likely to occur
15. According to the \_\_\_\_\_, the defensive player will select the strategy that has the smallest of the maximum payoffs.
- (a) maxi-max strategy
  - (b) mini-min strategy
  - (c) maximin strategy
  - (d) minimax strategy
16. Items may be taken from a queue
- (a) on a first-come-first-serve basis
  - (b) on a last-come-first-serve basis
  - (c) according to the due date of the item
  - (d) all of the above
17. In a single-server queuing model, the average number of customers in the queuing system is calculated by dividing the arrival rate by
- (a) service rate
  - (b) service time
  - (c) service rate minus arrival rate
  - (d) service rate plus arrival rate



18. The applicability of forecasting methods depends on
- (a) the time frame of the forecast
  - (b) the existence of patterns in the forecast
  - (c) the number of variables to which the forecast is related
  - (d) all of the above
19. \_\_\_\_\_ is good for stable demand with no pronounced behavioural patterns.
- (a) longer-period moving average
  - (b) shorter-period moving average
  - (c) moving average
  - (d) weighted moving average
20. Four sides of a die are pasted red while two are pasted green. When this die is rolled six times, what is the probability of getting 3 red?
- (a) 0.656, 0.660
  - (b) 0.556, 0.560
  - (c) 0.456, 0.450
  - (d) 0.756, 0.750
21. In exponential smoothing, the closer alpha is to \_\_\_\_\_ the greater the reaction to the most recent demand.
- (a) -1
  - (b) 0
  - (c) 1
  - (d) 5
22. The probability of getting ahead is 0.5. What is the probability of getting exactly four heads when tossed live times?
- (a) 0.15, 0.16
  - (b) 0.20, 0.21
  - (c) 0.25, 0.26
  - (d) 0.30, 0.31

23. A bag has 4 white and 3 black balls. Two balls are drawn at random. What is the probability of getting a white and a black (not necessarily in that order) without replacement?
- (a) 0.56, 0.58                      (b) 0.46, 0.48  
(c) 0.48, 0.50                      (d) 0.38, 0.40
24. In a company 60% of the senior managers have an MBA. Out of the rest, 40% have an MBA. The company has 20% senior managers. What is the probability that an MBA that you meet is a senior manager?
- (a) 0.16, 0.18                      (b) 0.26, 0.28  
(c) 0.36, 0.38                      (d) 0.46, 0.48
25. Find the variance of the sample that has an age of 5 students 19, 20, 22, 16, 26?
- (a) 13.79, 13.81  
(b) 12.79, 12.81  
(c) 13.49, 13.51  
(d) 12.49, 12.51
26. Programming techniques are generally know as \_\_\_\_\_
- (a) mathematical techniques  
(b) quantitative techniques  
(c) operation research techniques  
(d) linear programming techniques
27. Scatter diagram is also called \_\_\_\_\_
- (a) correlation graph  
(b) positive correlation  
(c) zero correlation  
(d) negative correlation



33. \_\_\_\_\_ is an operation research technique which resembles a real-life situation.
- (a) decision theory      (b) simulation  
(c) game theory          (d) queuing theory

**Part B** (7 × 6 = 42)

Answer **all** questions choosing either (a) or (b).

34. (a) 'All quantitative techniques have hardly any real-life applications.' Do you agree with the statement? Discuss.

Or

- (b) Find mean and standard deviation from the data :

Wages (in Rs.)	70-80	80-90	90-100	100-110	110-120	120-130	130-140	140-150
No. of persons	12	18	35	42	50	45	20	8

35. (a) Given the following transportation problem :

Plant	Market				Supply
	1	2	3	4	
A	8	7	5	3	150
B	5	8	9	8	250
C	12	6	10	11	600
Demand	300	300	200	200	

- (i) Find the initial solution using the north-west corner rule and least cost method.
- (ii) Calculate the total cost in each case.

Or

- (b) What are the significance of the duality theory of linear programming? Describe the general rules for writing the dual of a linear programming problem.

36. (a) With suitable illustrations, explain the relationship between costs and level of activity on minimizing costs and maximizing profits.

Or

- (b) Discuss the role of linear programming in managerial decision-making. Bring out its merits and demerits.
37. (a) Define the concept of sample space, sample points, and events in the context of probability theory.

Or

- (b) Suppose that a manufacturing product has 2 defects per unit of product inspected. Use Poisson distribution and calculate the probabilities of finding a product without any defect, with 3 defects, and with 4 defects.
38. (a) Explain the various phases of the operations research study.

Or

- (b) A machine operator has to perform three operations, turning, threading, and knurling on several different jobs. The time required to perform these operations (in minutes) on each job is known. Determine the order in which the jobs should be processed to minimize the total time required to turn out all the jobs. Also, find the minimum elapsed time.

Job	1	2	3	4	5	6
Turning	3	12	5	2	9	11
Threading	8	6	4	6	3	11
Knurling	13	14	9	12	8	13

39. (a) People arrive at a theatre ticket center in a Poisson distributed arrival rate of 25 per hour. Service time is constant at two minutes. Calculate, the mean number in the waiting line, the mean waiting time, and the utilization factor.

Or

- (b) Explain the methodology of the Monte Carlo simulation techniques.
40. (a) With suitable illustrations, explain the recent developments in the Indian economy.

Or

- (b) List and explain the performance paradigm of economic regulations of business.
-

**N-0089**

**Sub. Code**

**205415/**

**205515/**

**205615/**

**205715/**

**205815**

**COMMON FOR M.B.A. (G)/FM/LM/T/HRM DE  
EXAMINATION, MAY 2022 & DEC. 2022**

**ONLINE PROGRAMME EXAMINATIONS**

**First Semester**

**FINANCIAL AND MANAGEMENT ACCOUNTING**

**(CBCS – 2020 onwards)**

Time : 2 Hours

Maximum : 75 Marks

**Part A**

(33 × 1 = 33)

Answer **all** questions.

1. Accounting to which concept the owners are considered to be different from the business —————
  - (a) Business entity concept
  - (b) Going concern
  - (c) Money measurement
  - (d) Accounting period concept
  
2. Accounting provides data or information on —————
  - (a) Income and cost for the managers
  - (b) Financial conditions of the institutions
  - (c) Company's tax liability for a particular year
  - (d) All the above

3. Which of the following is not the main objective of accounting?
- (a) Solving tax disputes with tax authorities
  - (b) Systematic recording of transaction
  - (c) Ascertaining profit and loss
  - (d) Ascertaining of financial position
4. Long term assets without any physical existence but, possessing a value are called
- (a) Intangible assets (b) Fixed assets
  - (c) Current assets (d) Investments
5. The assets that can be easily converted into cash within a short period, i.e., 1 year or less are known as
- (a) Current assets
  - (b) Fixed assets
  - (c) Intangible assets
  - (d) Liquid Asset
6. The debts which are to be repaid within a short period (a year or less) are referred to as
- (a) Current Liabilities
  - (b) Fixed liabilities
  - (c) Contingent liabilities
  - (d) All the above
7. Rent paid to land lord should be credited to \_\_\_\_\_
- (a) Cash account
  - (b) Rent account
  - (c) Expense account
  - (d) Land lords account



8. Gross profit is
- (a) Cost of goods sold + Opening stock
  - (b) Sales – cost of goods sold
  - (c) Sales – Purchases
  - (d) Net profit – expenses
9. Suppliers personal a/c are seen in the
- (a) Sales Ledger (b) Nominal ledger
  - (c) Purchases Ledger (d) General Ledger
10. If you want to ensure that your money will be secured if cheques sent are wasted in the post. you should
- (a) Always pay by cash
  - (b) Cross your Cheques 'Account Payee only, Not Negotiable'
  - (c) Always get the money in person
  - (d) Not use the postal service in future
11. At the balance sheet date, the balance on the Accumulated Provision for Depreciation Account is
- (a) Simply deducted from the asset in the Balance Sheet
  - (b) Transferred to Profit and Loss Account
  - (c) Transferred to the Asset Account
  - (d) Transferred to Depreciation Account
12. If we take goods for own use we should
- (a) Debit Drawings Account, Credit Purchases Account
  - (b) Debit Drawings Account: Credit Stock Account
  - (c) Debit Sales Account Credit Stock Account
  - (d) Debit Purchases Account: Credit Drawings Account

13. 'Principle' for preparation of working capital statement-  
Increase in current asset
- (a) Increases working capital
  - (b) Decreases working capital
  - (c) Decrease fixed capital
  - (d) Increase fixed capital
14. In funds flow statement, sale of fixed assets is
- (a) Applications of funds
  - (b) Sources of cash
  - (c) Applications of cash
  - (d) Sources of funds
15. In funds flow statement, increase in working capital is
- (a) Applications of funds
  - (b) Sources of cash
  - (c) Applications of cash
  - (d) Sources of funds
16. A cash flow statement is a statement which portrays the changes in the cash position between
- (a) Two accounting periods
  - (b) Three accounting periods
  - (c) Four accounting periods
  - (d) Five accounting periods
17. If working capital is Rs. 1,00,000 and current ratio is 2:1, then the amount of current asset is
- (a) Rs. 1,00,000
  - (b) Rs. 2, 00,000
  - (c) Rs. 15,00,000
  - (d) Rs. 2, 50,000

18. Which one of the following is correct?
- (a) Cost of goods sold = sales – gross profit
  - (b) Cost of goods sold = op. stock – purchases + clo. stock
  - (c) Cost of goods sold = op. stock + purchases + clo. stock
  - (d) Cost of goods sold = op. stock – purchases – clo. stock
19. In common size income statement analysis, which is taken as too percent?
- (a) sales
  - (b) cost of goods sold
  - (c) purchases
  - (d) total assets
20. Which one of the following is not a tool of financial analysis?
- (a) trend percentages
  - (b) common size statement analysis
  - (c) comparative financial analysis
  - (d) budgeting
21. Under marginal costing, stock are valued at
- (a) Cost less
  - (b) Cost more
  - (c) Variable cost
  - (d) Market price
22. The budget is a
- (a) Post-mortem analysis
  - (b) Substitute of management
  - (c) An aid to management
  - (d) Calculation

23. Budget which shows the quantity of finished products to be sold and the price at which they are to be sold is
- (a) Fixed budget
  - (b) Flexible budget
  - (c) Sales budget
  - (d) Production budget
24. Fund flow statement is not holding significance for
- (a) Shareholders
  - (b) Financers
  - (c) Government
  - (d) Stock
25. The name for an order size that minimizes inventory ordering and carrying costs is
- (a) Order point
  - (b) EOQ
  - (c) Safety point
  - (d) EQO
26. ABC analysis deals with \_\_\_\_\_
- (a) Analysis of process chart
  - (b) Flow of material
  - (c) Ordering schedule of job
  - (d) Controlling inventory costs money
27. Net working capital refers to \_\_\_\_\_
- (a) Total assets minus fixed assets
  - (b) Current assets minus current liabilities
  - (c) Current assets minus inventories
  - (d) Current assets
28. In deciding the appropriate level of current assets for the firm, management is confronted
- (a) A trade-off between profitability and risk.
  - (b) A trade-off between liquidity and marketability
  - (c) A trade-off between equity and debt.
  - (d) Trade- off between current assets and profitability

29. An asset was purchased for Rs. 10,00,000 with the down payment of Rs.2,00,000 and bills accepted for Rs.8,00,000. What would be the effect on the total asset and total liabilities in the balance sheet?
- (a) Assets increased by Rs.8,00,000 and liabilities decreased by Rs. 8,00,000
  - (b) Assets decreased by Rs. 8,00,000 and liabilities increased by Rs. 8,00,000
  - (c) Assets increased by Rs. 10,00,000 and liabilities increased by Rs.8,00,000
  - (d) Assets increased by Rs. 8,00,000 and liabilities increased by Rs. 8,00,000
30. Determine working capital turnover ratio if. Current assets are Rs. 1,50,000, current liabilities are Rs. 1,00,000 and cost of goods sold is Rs.3,00,000
- (a) 5 times                      (b) 6 times
  - (c) 3 times                      (d) 1.5 times
31. Treasurer should report to \_\_\_\_\_
- (a) Chief financial officer
  - (b) Vice president of operations
  - (c) Chief executive officer
  - (d) Board of directors
32. Given sales is 1,20,000 and gross profit is 30,000 the gross profit ratio is
- (a) 24%                      (b) 25%
  - (c) 40%                      (d) 44%

33. A budget is tool which helps the management in decision planning and control of \_\_\_\_\_
- (a) All business activities
  - (b) Production activities
  - (c) Purchase activities
  - (d) Sales activities

**Part B**

(7 × 6 = 42)

Answer **all** questions, choosing either (a) or (b).

34. (a) Distinguish between management accounting and financial accounting.

Or

- (b) What is trial balance? How does it differ from balance sheet? How do you prepare trial balance?
35. (a) Prepare trading and profit and loss account of Shri Lakshmi Pvt. Ltd., for the year ending 31<sup>st</sup> March 2010.

	Rs.
Stock April, 2009	50,000
Sales	2,89,600
Sales returns	9,600
Purchases	2,43,000
Purchases returns	3,000
Freight inwards	4,000
Carriage outwards	6,000
Salaries and wages	30,000
Bank interest paid	2,000
Printing and stationary	7,000

Discount received	900
Discount allowed	600
Audit fees	3,000
Insurance Premium	600
Trade expenses	2,500
Stock on 31 <sup>st</sup> March 2010 was Rs. 70,000	

Or

- (b) Distinguish between single entry system and double entry system.
36. (a) Outline the methods of analysing the financial statement.

Or

- (b) What is fund flow statement? How do you prepare it?
37. (a) What is cost sheet? How do you prepare it?

Or

- (b) What is contract costing? How do you ascertain profit for an incomplete contract?
38. (a) What is marginal costing? Explain the application of marginal costing in business.

Or

- (b) What is budgetary control? Explain the essentials of the effective budgeting system.
39. (a) The sales turnover and profit during two years were as follows :

Year	Sales (Rs.)	Profit (Rs.)
2020	1,40,000	15,000
2021	1,60,000	20,000

You are required to calculate :

- (i) P/V ratio
- (ii) Sales required to earn a profit of Rs. 40,000
- (iii) Profit when sales are Rs. 1,20,000.

Or

- (b) A manufacturing company has an expected usage of 50,000 units of certain product during the next year. The cost of processing an order is Rs.20 and the carrying cost per unit is Rs. 0.50 for one year. Lead time on an order is five days and the company will keep a reserve supply of two days usage you are required to calculate

- (i) EOQ
- (ii) The re-order point. (Assume 250-day year).

40. (a) What is zero based budgeting? Explain the process, merits and limitations of it.

Or

- (b) What is decision tree analysis? Describe the significance of decision tree analysis.



**N-0090**

**Sub. Code**

**205421/  
205521/  
205621/  
205721/  
205821**

**COMMON FOR M.B.A.(G)/FM/LM/T/HRM  
DEGREE EXAMINATION,  
MAY 2022 & DEC 2022**

**ONLINE PROGRAMME EXAMINATIONS**

**Second Semester**

**RESEARCH METHODS**

**(CBCS – 2020 onwards)**

Time : 2 Hours

Maximum : 75 Marks

**Part A**

(33 × 1 = 33)

Answer **all** questions.

1. \_\_\_\_\_ research is based on the measures of quality or amount.  
(a) Qualitative            (b) Descriptive  
(c) Quantitative          (d) Numerical
  
2. A researcher selects a probability of sample of 100 out of total population. It is  
(a) cluster sample  
(b) random  
(c) a stratified  
(d) a systematic

3. \_\_\_\_\_ is the first step in starting the research process.
- (a) Searching online or offline
  - (b) Identification of problem
  - (c) Idea screening and concept development
  - (d) Data collection
4. In which of the following research hypotheses are usually implied rather than being explicit?
- (a) Descriptive survey method
  - (b) Historical method
  - (c) Experimental method
  - (d) Export facto method
5. Which of the following research focuses enhancing the corpus of knowledge in a given field?
- (a) Action Research
  - (b) Applied Research
  - (c) Evaluative Research
  - (d) Fundamental Research
6. Through which of the following methods of research cause and effect relationship is focused?
- (a) Historical method
  - (b) Experimental method
  - (c) Export factor method
  - (d) Case study method

7. The purpose of literature review is to
- (a) Get some idea about the Project
  - (b) Helps in framing research questions and hypothesis
  - (c) Get an idea about the availability of data and material about the proposed areas
  - (d) All of the above
8. Which is an important feature of a good research plan?
- (a) A good research design gives minimum experimental error
  - (b) A good research design should be flexible efficient and appropriate
  - (c) A good research design should be economical
  - (d) All of the above
9. Research is a process of
- (a) Repeated search for facts
  - (b) Search for a problem
  - (c) Collecting primary and secondary data
  - (d) Preparing report on a problem
10. Goodness of fit of a distribution is tested by
- (a) T-Test
  - (b) F-Test
  - (c) Chi-square Test
  - (d) Z-Test

11. A statement made about a population for testing purpose is called?
- (a) Statistic
  - (b) Hypothesis
  - (c) Level of Significant
  - (d) Test-Statistic
12. A statement whose validity is tested on the basis of a sample is called?
- (a) Null hypothesis
  - (b) Statistical Hypothesis
  - (c) Simple Hypothesis
  - (d) Composite Hypothesis
13. \_\_\_\_\_ hypothesis is a proposal based on specific observations.
- (a) Directional
  - (b) Null
  - (c) Deduction
  - (d) Induction
14. A research hypothesis is a
- (a) Theory
  - (b) Principle
  - (c) Tentative proposition
  - (d) Postulate

15. Which of the following is not a characteristic of good hypothesis?
- (a) Testability
  - (b) Objectivity
  - (c) Complexity
  - (d) Conceptual class
16. If all the units of a population are surveyed, it is called
- (a) Random Sample
  - (b) Random Sampling
  - (c) Sampled Population
  - (d) Census
17. The difference between a statistic and the parameter is called
- (a) Probability
  - (b) Sampling error
  - (c) Random
  - (d) Non-random
18. The process of drawing a sample from a population is known as \_\_\_\_\_.
- (a) Census
  - (b) Survey research
  - (c) Sampling
  - (d) None of the above

19. Which of the following is not a type of non-probability sampling?
- (a) Quota Sampling
  - (b) Convenience Sampling
  - (c) Snowball Sampling
  - (d) Stratified Random Sampling
20. Among these which sampling is based on equal Probability?
- (a) Simple Random Sampling
  - (b) Stratified Random Sampling
  - (c) Systematic Sampling
  - (d) Probability Sampling
21. Which of the following is not a type of non-random sampling?
- (a) Purposing sampling
  - (b) Cluster Sampling
  - (c) Convenience Sampling
  - (d) Quota Sampling
22. What is the main difference between focus group and a group interview?
- (a) Group interviews involve favorer participates
  - (b) Focus groups are used to study the ways people discuss a specific topic
  - (c) There is no moderator present in a focus group
  - (d) Focus groups save more time and money

23. Which of the following are types of in qualitative interviews?
- (a) Follow-up questions
  - (b) Indirect questions
  - (c) Interpreting questions
  - (d) All of above
24. Which of the following is not one of K vale's ten criteria of a successful interviewer?
- (a) Passive
  - (b) Knowledgeable
  - (c) Talkative
  - (d) Interpreting
25. A questionnaire that offers no swipe any respondents own view is called
- (a) Closed-Ended
  - (b) Schedule
  - (c) Open-Ended
  - (d) Unstructured
26. Mailed, Group administrated an personal questionnaire are created by
- (a) Bruner
  - (b) Frederick le play
  - (c) Mekorama
  - (d) None of the above

27. Which scale is the simplest form of measurement?
- (a) Ordinal
  - (b) Internal
  - (c) Ratio
  - (d) Nominal
28. Abilities attitudes and interests can be measured by
- (a) Rating scales
  - (b) Objective tests
  - (c) Self analysis
  - (d) Observational methods
29. What is the arrangement of data in rows and column known as?
- (a) Frequency distribution
  - (b) Cumulative frequency distribution
  - (c) Tabulation
  - (d) Classification
30. Which of the following is a data equalization method?
- (a) Line
  - (b) Circle and Triangle
  - (c) Pie chart and Bar chart
  - (d) Pentagon
31. Z-Test casual be used for
- (a) One-Trailed Test
  - (b) Two-Trailed Test
  - (c) Both of the above
  - (d) None of the above



32. Compare to parametric methods the non-Parametric methods are
- (a) Less accurate
  - (b) Less efficient
  - (c) Computationally Easier
  - (d) (b) and (c) but not (a)
33. In research methodology interpretation is the search of
- (a) Statistical data
  - (b) Research Problem
  - (c) Research Findings
  - (d) Research Plan

**Part B** (7 × 6 = 42)

Answer **all** questions, choosing either (a) or (b).

34. (a) Examine the various steps in the research process.
- Or
- (b) What is Online research? Discuss its advantages and disadvantages.
35. (a) What is observation method? Enumerate its merits and demerits.
- Or
- (b) Examine the various types of research.
36. (a) Describe the ways and means of identifying and selection of research problems.
- Or
- (b) Explain methods of sampling techniques.

37. (a) Elucidate the components of research design.

Or

(b) What is hypothesis? How do you use hypothesis in research.

38. (a) Distinguish between Interview schedule and questionnaire.

Or

(b) Explain briefly the processing of data.

39. (a) 'Research is much concerned with data' – Discuss.

Or

(b) Explain the methods collecting primary data.

40. (a) List the steps in a factor analysis exercise.

Or

(b) Elucidate briefly the layout of the research report.

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**N-0091**

**Sub. Code**

**205422/**

**205522/**

**205622/**

**205722/**

**205822**

**COMMON FOR MBA (G)/FM/LM/T/HRM DEGREE  
EXAMINATION, MAY & DEC 2022**

**ONLINE PROGRAMME EXAMINATIONS**

**Second Semester**

**BUSINESS ENVIRONMENT**

**(CBCS – 2020 onwards)**

Time : 2 Hours

Maximum : 75 Marks

**Part A**

(33 × 1 = 33)

Answer **all** questions.

1. Which of the following is not a feature of Business environment?
  - (a) Interrelated Elements
  - (b) Dynamics
  - (c) Complexity
  - (d) Continuous
  
2. Identification of opportunities to get first more advantage is one of the importance of business environment
  - (a) True
  - (b) False
  - (c) Cannot say
  - (d) Business

3. Which of the following are the dimensions of the business environment?
- (a) Economic and Social.
  - (b) Technological and Economic
  - (c) Legal and Social
  - (d) All of the above
4. Which of the following does not explain the impact of government policy changes on business & industry?
- (a) Increasing competition
  - (b) More demanding market customers
  - (c) Market orientations
  - (d) Change in agricultural prices
5. Which one is odd?
- (a) Economic Policy
  - (b) Economic Planning
  - (c) Socio — cultural factors
  - (d) Macroeconomic scenario
6. What are the decisions taken by government of India pertaining to Industrial Sector in the new industrial policy of 1991?
- (a) VRS to shed the excess load of workers
  - (b) Disinvestment of public sector share holding
  - (c) Referring sick units to BIFR
  - (d) All of the above

7. The analysis which helps to diagnose the competitive forces and to identify the strength And weakness is called \_\_\_\_\_
- (a) SWOT analysis
  - (b) Structural analysis
  - (c) Competitive analysis
  - (d) Financial analysis
8. \_\_\_\_\_ sector contributes more than 70% of world GDP.
- (a) Agriculture
  - (b) Automobile
  - (c) Service
  - (d) Manufacturing
9. Strategy of a firm is shaped by \_\_\_\_\_
- (a) Mission
  - (b) SWOT
  - (c) Objectives
  - (d) All the above
10. By which act does the government check restrictive trade?
- (a) MRTP Act
  - (b) FEMA act
  - (c) Industrial Policy Act 1991
  - (d) None of these
11. Industrial policy resolution of 1948 was divided industries into
- (a) 3 categories
  - (b) 4 categories
  - (c) 5 categories
  - (d) 6 categories



17. Export promotion is concerned with
- (a) Privatization
  - (b) Globalization
  - (c) Liberalization
  - (d) None of the above
18. Rise in GDP lead to rise in
- (a) Increase in new taxes
  - (b) Cost of Production
  - (c) Disposable income of people
  - (d) None of the above
19. Privatization of ownership through sale of equity share is called
- (a) Disinvestment
  - (b) Denationalization
  - (c) Contracting
  - (d) None of the options
20. Public Enterprise is defined as \_\_\_\_\_
- (a) An organization run by joint efforts of Centre and State Governments
  - (b) An organization which caters to the needs relating to public utilities
  - (c) An organization in which capital is invested by public.
  - (d) An organization owned and managed by public

21. Which among the following is not opened for private sector participation?
- (a) Power sector
  - (b) Telecommunication sector
  - (c) Education sector
  - (d) Railways
22. A monopolistic trade practice is deemed to be prejudicial to public interest except when
- (a) Authorized by Central Government
  - (b) Authorized by State Government
  - (c) Authorized by Supreme Court
  - (d) None of the above
23. Which among these is not a method of privatization?
- (a) Denationalization
  - (b) Franchising
  - (c) Sale of Business
  - (d) All of these
24. The pre-liberalization era of Indian Economy was under the grip of
- (a) Unemployment
  - (b) Under-employment
  - (c) Fiscal Deficit
  - (d) Unfavorable and alarming balance of payment



25. Which among these can be condition for the success of privatization?
- (a) Alternative institutional arrangements
  - (b) Barriers to enter the market
  - (c) Measurability of performance
  - (d) All of the above
26. Which of the following steps under the fiscal policy is an example for stabilizing the economy?
- (a) Making payments towards unemployment insurance benefits
  - (b) Making payments towards pensions for retired military personnel
  - (c) Allocating more capital for spending on construction of national highways
  - (d) Decreasing the supply of money within the economy
27. Which of the following agencies is responsible for formulating the Fiscal Policy in India?
- (a) Securities and Exchange Board of India (SEBI)
  - (b) Reserve Bank of India (RBI)
  - (c) Ministry of Finance, Government of India
  - (d) National Bank for Agricultural and Rural Development (NABARD)
28. Under the Consumer Protection Act, the rights of a consumer do not include to be
- (a) Safety
  - (b) Choose
  - (c) Presented
  - (d) Informed



33. A possible obstacle to growth of privatization is
- (a) Sale of least profitable enterprises
  - (b) Profit earned by public enterprises
  - (c) Licensing
  - (d) All the options

**Part B**

(7 × 6 = 42)

Answer **all** questions by choosing either (a) or (b).

34. (a) Explain in detail about the dynamic factors of environment.

Or

- (b) Describe the legal and ecological environment in detail.

35. (a) Explain the role of Government in business.

Or

- (b) Describe briefly about the promotion schemes of the Government of India.

36. (a) What is regional disparities? How do you overcome the regional disparities in India?

Or

- (b) Outline the structure of financial market in India.

37. (a) What is Export and import policy? Explain its significance.

Or

- (b) What is trade union? Enumerate the merits and demerits of registered trade union.

38. (a) What is industrial licensing? Explain the procedure and exemption of getting license.

Or

(b) Explain the role of information technology in business.

39. (a) Distinguish between primary and secondary market.

Or

(b) Describe the services rendered by the store markets.

40. (a) What is LPG? Describe the uniqueness of LPG.

Or

(b) Explain briefly the law relating to consumer protection.

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**N-0092**

**Sub. Code**

**205423/**

**205523/**

**205623/**

**205723/**

**205823**

**COMMON FOR ALL M.B.A. (G)/FM/LM/T/HRM DEGREE  
EXAMINATION, MAY 2022 & DEC 2022**

**ONLINE PROGRAMME EXAMINATIONS**

**Second Semester**

**BUSINESS LAWS**

**(CBCS – 2020 onwards)**

Time : 2 Hours

Maximum : 75 Marks

**Part A**

(33 × 1 = 33)

Answer **all** questions.

1. An agreement enforceable by law is —————  
(a) agreement                      (b) contract  
(c) offer                                (d) promise
2. Contract which is made by words spoken or written or both is called ————— contract.  
(a) Quasi                                (b) Express  
(c) Declaration                      (d) Simple
3. An offer must be ————— before it lapses.  
(a) changed                            (b) accepted  
(c) countered                          (d) destroyed

4. The performance of the conditions of a proposal or the acceptance of any consideration for a reciprocal promise which may be offered with a proposal is an \_\_\_\_\_ of the proposal.
- (a) Acceptance
  - (b) Mutual acceptance
  - (c) Written acceptance
  - (d) Reciprocal promise
5. Consideration to a contract moves at the desire of \_\_\_\_\_
- (a) Businessman
  - (b) Promisor
  - (c) Minister
  - (d) Valuer
6. As a general rule, an agreement made without consideration is \_\_\_\_\_
- (a) Void
  - (b) Voidable
  - (c) Valid
  - (d) Unlawful
7. In a contract of indemnity the right of the indemnifier is similar to that of the \_\_\_\_\_
- (a) debtor
  - (b) creditor
  - (c) surety
  - (d) agent
8. The term property in Sale of Goods Act refers to \_\_\_\_\_
- (a) Ownership
  - (b) Possession
  - (c) Real Estate
  - (d) Government Office
9. A Finder of lost goods is a \_\_\_\_\_
- (a) Bailor
  - (b) Bailee
  - (c) True owner
  - (d) Thief



15. \_\_\_\_\_ is concerned with overseas trade.
- (a) Life Insurance (b) Non-life insurance  
(c) Marine insurance (d) Fire insurance
16. \_\_\_\_\_ is a social device for eliminating or reducing the loss of society from certain risk.
- (a) Premium (b) Policy  
(c) Insurance (d) Contract
17. A partnership for which no period or duration is fixed, under the Partnership Act, 1932 known as \_\_\_\_\_
- (a) General partnership  
(b) Partnership at will  
(c) Particular partnership  
(d) Co-ownership
18. Partnership Firm Agreement is known as \_\_\_\_\_
- (a) Partnership Contract  
(b) Partnership Deed  
(c) Partnership Act  
(d) Agreement
19. Minimum paid up share capital in case of a public company is \_\_\_\_\_
- (a) 1 lakh (b) 3 lakhs  
(c) 5 lakhs (d) 7 lakhs
20. Memorandum of Association does not include \_\_\_\_\_
- (a) Subscription Clause  
(b) Capital Clause  
(c) Liability Clause  
(d) Assets Clause



21. \_\_\_\_\_ is a legal person which capable of perpetual succession and common seal.
- (a) Company
  - (b) Firm
  - (c) Voluntary Association
  - (d) Partnership
22. \_\_\_\_\_ Acts as the official signature of the company.
- (a) Registration            (b) Special resolution
  - (c) Legal entity            (d) Common seal
23. The authentication to be affected by use of asymmetric crypto system and hash function is known as \_\_\_\_\_
- (a) Public key            (b) Private Key
  - (c) Digital Signature (d) e-governance
24. The things Carried out by means of electronic data interchange, and other means of electronic communication is commonly referred to as \_\_\_\_\_
- (a) e-communication (b) e-governance
  - (c) e-record            (d) e-commerce
25. The RTI Act gives right to seek information from the following
- (a) Private companies
  - (b) MNCs
  - (c) Public authorities
  - (d) Associations

26. The first Indian state that introduced the law on RTI was \_\_\_\_\_
- (a) Tamil Nadu            (b) U.P.  
(c) Maharashtra        (d) Gujarat
27. Legal position of a promoter of a company is \_\_\_\_\_
- (a) That of an agent  
(b) That of a Trustee  
(c) In a judiciary capacity  
(d) That of a solicitor
28. On a winding up order being made, the company's property comes under the custody of \_\_\_\_\_
- (a) Central Government  
(b) Tribunal  
(c) Share holders  
(d) Liquidator
29. The term \_\_\_\_\_ means putting a person under fear
- (a) Coercion                (b) Fraud  
(c) Mistake                (d) Undue Influence
30. Maturity of the instrument is the date on which the instrument is \_\_\_\_\_
- (a) Noted                    (b) Due  
(c) Made                    (d) Dishonoured
31. Discharge of Contract means
- (a) termination of contract  
(b) postponing of contract  
(c) temporary injunction  
(d) discharge of parties

32. No public notice to be given in the case of \_\_\_\_\_

- (a) minor attending majority
- (b) retirement of a partner
- (c) death of a partner
- (d) admission of a partner

33. A quasi - contract \_\_\_\_\_

- (a) is a contract
- (b) is an agreement
- (c) creates only a legal obligation
- (d) illegal agreement

**Part B**

(7 × 6 = 42)

Answer **all** questions by choosing either (a) or (b).

34. (a) Explain various kinds of contract on the basis of the formation and performance.

Or

(b) What is offer? Explain the features of valid offer.

35. (a) Explain the various modes of discharge of a contract.

Or

(b) Describe the Contract of Indemnity and rights of indemnity holders.

36. (a) Explain the circumstances under which conditions can be treated as warranty.

Or

(b) Discuss the rights and immunities of the carrier under the Carriage of Goods by Sea Act, 1925.

37. (a) Describe the various types of Negotiable Instruments.

Or

(b) Explain the essentials of valid insurance contract.

38. (a) Explain the essential elements of a Partnership.

Or

(b) Distinguish between Memorandum of association and Article of Association.

39. (a) Briefly state the provisions of the Companies Act, 1956, regarding the mode of appointment of the directors of a Company.

Or

(b) Discuss briefly various stages involved in the formation of a company.

40. (a) What is meant by Digital Signature Certificate as under the IT Act, 2000? Discuss the legal framework of issuing the digital signature certificate.

Or

(b) Explain the procedure relating to Appeals and Penalties provided under the Right to Information Act, 2005.

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**N-0093**

**Sub. Code**

**205424/205524/205624/  
205724/205824**

**COMMON FOR ALL M.B.A. (G) / FM / LM / T / HRM  
DEGREE EXAMINATION,  
MAY 2022 & DEC 2022**

**ONLINE PROGRAMME EXAMINATIONS**

**Second Semester**

**MANAGEMENT INFORMATION SYSTEM**

**(CBCS – 2020 onwards)**

Time : 2 Hours

Maximum : 75 Marks

**Part A**

(33 × 1 = 33)

Answer **all** questions.

1. The information of MIS comes from the
  - (a) internal source
  - (b) external source
  - (c) both internal and external source
  - (d) none of the above
  
2. The term used to describe those people whose jobs involve sponsoring and funding the project to develop, operate, and maintain the information system is
  - (a) information worker      (b) internal system user
  - (c) systems owner              (d) external system user

3. The flow of information through MIS is
  - (a) organization dependent
  - (b) information-dependent
  - (c) need dependent
  - (d) management dependent
  
4. DSS stands for \_\_\_\_\_.
  - (a) Decision Support System
  - (b) Decide Support System
  - (c) Decision Supplier System
  - (d) Decide Supplier System
  
5. Quality of information will be high if the information is delivered
  - (a) on time
  - (b) before time
  - (c) after a lot of time
  - (d) on real-time
  
6. Processed data leads to
  - (a) vision
  - (b) revision
  - (c) information
  - (d) knowledge
  
7. An organization is
  - (a) an animal
  - (b) a collection of people
  - (c) a collection of people and processes for attaining a pre-defined objective
  - (d) management
  
8. Inventory management leads to
  - (a) better materials management
  - (b) better finance management
  - (c) both (a) and (b)
  - (d) only (a)

9. Controls are of  
(a) 2 types (b) 3 types  
(c) 4 types (d) 5 types
10. If a system modifies itself with changes in its environment it is called  
(a) complex system (b) adaptive system  
(c) abstract system (d) deterministic system
11. Decision support systems help in making \_\_\_\_\_ decision  
(a) structured (b) unstructured  
(c) nonsense (d) none
12. Porter's model deals with \_\_\_\_\_ forces.  
(a) 4 (b) 3  
(c) 5 (d) none
13. Strategic information systems  
(a) are systems that have a strategic role in the organization  
(b) that are strategically located in the organization  
(c) that are used to play strategy games  
(d) none of the above
14. IS planning has \_\_\_\_\_ levels.  
(a) 1 (b) 2  
(c) 3 (d) 4
15. Long-range planning is done with a time horizon of  
(a) more than 10 years  
(b) 2-3 years  
(c) 5-10 years  
(d) none of the above

16. SSAD deals with
- (a) system analysis
  - (b) system design
  - (c) both (a) and (b)
  - (d) none of the above
17. DFD stands for
- (a) Data Flow Diagram
  - (b) Data Flow Design
  - (c) Data Fundamental Diagram
  - (d) Data Fundamental Design
18. BPR principles are
- (a) capturing data once
  - (b) link parallel activities
  - (c) both (a) and (b)
  - (d) either (a) or (b)
19. Feasibility study entail \_\_\_\_\_ steps
- (a) 2
  - (b) 3
  - (c) 4
  - (d) 5
20. RFP stands for
- (a) Request For Plan
  - (b) Resolution For Project
  - (c) Request For Project
  - (d) Request For Proposal
21. Successful implementation to a large extent depends on
- (a) diligent project management
  - (b) time management
  - (c) cost management
  - (d) people management



22. Data warehousing
- (a) is storage of transaction data
  - (b) all data of the organization required for decision making
  - (c) both (a) and (b)
  - (d) none of the above
23. Find the names of all customers with poor credit rating
- (a) the above query requires data mining to answer
  - (b) the above query requires data warehousing to answer
  - (c) both (a) and (b)
  - (d) none of the above
24. RFID stands for
- (a) Radio Frequent Identification
  - (b) Radiology Frequent identification
  - (c) Radio Frequency Identification
  - (d) Radio Frequency Identifier
25. Incident response is a \_\_\_\_\_ step process
- (a) 2
  - (b) 4
  - (c) 6
  - (d) 8
26. Data centers can have
- (a) 1 tier
  - (b) 2 tiers
  - (c) 3 tiers
  - (d) 4 tiers
27. ISO/IEC 9126 standard relates to
- (a) quality assurance
  - (b) quality planning
  - (c) quality agenda
  - (d) quality making

28. DSS has a
- (a) model
  - (b) user interface
  - (c) both (a) and (b)
  - (d) either (a) or (b)
29. ERP stands for
- (a) Enterprise Resource Planner
  - (b) Enterprise Resource Planning
  - (c) Enterprise Recovery Planning
  - (d) Enterprise Recover Planner
30. CRM deals with
- (a) customer satisfaction
  - (b) customer support
  - (c) customer management
  - (d) all of the above
31. KM stands for
- (a) Knowledge Management
  - (b) Known Management
  - (c) Knowledge Manager
  - (d) Known Manager
32. When a bank uses the information to launch a personalized credit card product this
- (a) manages risks
  - (b) creates a new opportunity
  - (c) adds values
  - (d) reduces costs

33. The most important attribute of information quality that a manager requires is:

- (a) media
- (b) presentation
- (c) timeliness
- (d) relevance

**Part B** (7 × 6 = 42)

Answer **all** questions by choosing either (a) or (b).

34. (a) Explain the role of information in the decision-making process.

Or

(b) Explain the growing trends in modern business that demand the use of MIS.

35. (a) Enumerate the merits and limitations of MIS.

Or

(b) Explore the benefits that ERP systems offer to organizations.

36. (a) Discuss the role of the executive support system in an organization.

Or

(b) What are the recent developments in information technology? Discuss.

37. (a) Describe the variety of services being offered by BBS.

Or

(b) Discuss the need for optical fiber communication.

38. (a) How does MIS help in product development? Explain with the help of an example.

Or

(b) Explain the golden rules of client-server implementation.

39. (a) Discuss the administration business, and consumer models of e-commerce.

Or

(b) Discuss the difference between online processing and online real-time processing.

40. (a) Discuss the significance of MIS in businesses globally.

Or

(b) Discuss the different phases involved in hacking a network.

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**N-0094**

**Sub. Code**

**205425/**

**205525/**

**205625/**

**205725/**

**205825**

**COMMON FOR ALL M.B.A. (G)/FM/LM/T/HRM DEGREE  
EXAMINATION, MAY 2022 & DEC 2022**

**ONLINE PROGRAMME EXAMINATIONS**

**Second Semester**

**HUMAN RESOURCE MANAGEMENT**

**(CBCS – 2020 onwards)**

Time : 2 Hours

Maximum : 75 Marks

**Part A**

**(33 × 1 = 33)**

Answer **all** the questions.

1. Human resource management is amalgam of \_\_\_\_\_
  - (a) Job analysis, recruitment and selection
  - (b) Social behavior and business ethics
  - (c) Organizational behavior and personal management and industrial relation
  - (d) Employer and employees
  
2. Following are the characteristics of HRM except \_\_\_\_\_
  - (a) Pervasive function
  - (b) Interdisciplinary function
  - (c) Integrating mechanism
  - (d) Job oriented

3. Challenges faced by Human resource management includes
  - (a) Technological changes, workforce diversity, globalization
  - (b) Productivity, career planning
  - (c) Compensation management
  - (d) Downsizing and voluntary retirement scheme
4. Human resource management means
  - (a) A method which an organization collects, maintains and reports information on people and jobs
  - (b) The process of integrating the employees' needs and aspirations with organizational needs
  - (c) The process of bringing people and organization together so that the goals of each are achieved
  - (d) The efforts to make life worth living for workers
5. A list, consisting of job duties and responsibilities, part of
  - (a) Job descriptions
  - (b) Job analysis
  - (c) Job specifications
  - (d) Both (a) and (c)
6. Job Analysis is a systematic procedure for securing and reporting information defining
  - (a) Specific job
  - (b) Specific product
  - (c) Specific service
  - (d) All of these



12. What is the main objective of the recruitment and selection process?
- (a) Recruit the right candidates
  - (b) Meet the high labor turnover
  - (c) To reduce the costs of recruiting
  - (d) None of the above
13. An interview in which, the candidate is asked about behavior in past for given situation is
- (a) Situational interview
  - (b) Situational test
  - (c) Behavioral tests
  - (d) Job related questions
14. In group interview, questions are being asked from interviewee, known as \_\_\_\_\_
- (a) Panel interview
  - (b) Mass interview
  - (c) Computer interview
  - (d) None of above
15. An interview in which the candidates are asked about relevant past experiences is a
- (a) Situational interview
  - (b) Situational test
  - (c) Behavioral tests
  - (d) Job related questions



16. OJT stands for \_\_\_\_\_
- (a) On the job training
  - (b) On the job technique
  - (c) On the job technology
  - (d) Off the job training
17. Training process is
- (a) Short term
  - (b) Medium term
  - (c) Long term
  - (d) None of these
18. In training, a training centre is set-up and actual job conditions are duplicated or simulated in it
- (a) Classroom
  - (b) Apprenticeship
  - (c) Internship
  - (d) Vestibule
19. Off the job training method includes:
- (a) Vestibule training
  - (b) Syndicate
  - (c) Sensitivity training
  - (d) All of these
20. Simulation technique of off the job method includes:
- (a) Role playing
  - (b) Case study
  - (c) Management game
  - (d) All of these

21. Methods of training and development are
- (a) Off the job
  - (b) On the job
  - (c) Both (a) and (b)
  - (d) None of these
22. Which of the following would not be a part of a flexible reward package?
- (a) Performance-related pay
  - (b) Non-pay items such as child care vouchers
  - (c) Cafeteria benefits
  - (d) Ability to buy and sell leave days
23. Which one of the following is time based incentive plan?
- (a) Henrick Plan
  - (b) Merck Plan
  - (c) Rowan Plan
  - (d) Emily Plan
24. \_\_\_\_\_ means putting together the entire properly evaluated standard wages rates, which are arranged in sequence according to evaluation of the job and size of the rate?
- (a) Wage rate
  - (b) Wage scale
  - (c) Wage factors
  - (d) Wage grade

25. \_\_\_\_\_ is a wage received by a worker for a unit of time or production excluding special payments for overtime, night work and incentive earning?
- (a) Wage rate
  - (b) Wage scale
  - (c) Nominal wages
  - (d) Real wage
26. Problem of \_\_\_\_\_ is lead to the majority of disputes in industry.
- (a) Salaries
  - (b) Benefits
  - (c) Wages
  - (d) All of the above
27. \_\_\_\_\_ provides assistance to top-level management for strategic plans.
- (a) Center of expertise
  - (b) Transactional HR group
  - (c) Embedded HR group
  - (d) Corporate HR group
28. Industrial action generally does not include \_\_\_\_\_
- (a) Strike
  - (b) Block-out
  - (c) Demonstration
  - (d) Bandh

29. Concept of MBO was first developed by \_\_\_\_\_
- (a) Peter Drucker
  - (b) Douglas McGregor
  - (c) Henry Fayol
  - (d) Clayton P. Alderfer
30. \_\_\_\_\_ is a performance appraisal technique in which appraiser's rate critical employee behavior.
- (a) MBO
  - (b) BARS
  - (c) BOS
  - (d) BOSS
31. Qualitative job evaluation method are
- (a) Ranking
  - (b) Grading
  - (c) Point Rating
  - (d) Both (a) and (b)
32. Welfare is associated \_\_\_\_\_ in HRM.
- (a) Staff
  - (b) Product
  - (c) Service
  - (d) Role
33. Which of the following was the first registered trade union of India?
- (a) Hind Mazdoor Sabha
  - (b) Bharatiya Mazdoor Sangh
  - (c) Madras Labor Union
  - (d) Indian National Trade Union Congress

**Part B**

(7 × 6 = 42)

Answer **all** questions, by choosing either (a) or (b).

34. (a) Define HRM, Explain the functions of HRM.

Or

- (b) Explain the roles and responsibilities of HR department.

35. (a) What is human resource policy? Explain the need and process involved in human resource policy.

Or

- (b) What is recruitment? How do you recruitment employees in private sector?

36. (a) What is an interview? How does IT companies conduct interview to select lower level officers?

Or

- (b) Describe the methods of training for workers in manufacturing companies.

37. (a) What is human resource accounting? Discuss the Salient Features of this accounting.

Or

- (b) Write short note on wages and salary administration.

38. (a) Explain the employment retention strategies for production and service industry.

Or

- (b) Elaborate significance of career planning and development.

39. (a) Explain the following

- (i) Promotion
- (ii) Demotions
- (iii) Transfers

Or

(b) Discuss about the employee welfare and safety measures.

40. (a) What is meant by job evaluation? How do you evaluate jobs in public companies?

Or

(b) What is collective bargaining? When and how the employees of a service sectors use this concepts. Enumerate its uniqueness.

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**N-0153**

**Sub. Code**

**205431/**

**205531/**

**205631/**

**205731/**

**205831**

**Common for M.B.A. (G)/FM/LM/T/HRM DEGREE  
EXAMINATION,  
MAY 2022 AND DECEMBER 2022**

**ONLINE PROGRAMME EXAMINATIONS**

**Second Year – Third Semester**

**MARKETING MANAGEMENT**

**(CBCS – 2020 onwards)**

Time : 2 Hours

Maximum : 75 Marks

**Part A**

(33 × 1 = 33)

Answer **all** questions.

1. \_\_\_\_\_ Concept highlights the importance of aggressive pushing and promotion of products.  
(a) Sales                      (b) Selling  
(c) Marketing                (d) Social marketing
  
2. \_\_\_\_\_ concept believes in achieving profits and conquering markets through new product, product excellence.  
(a) Production                (b) Product  
(c) Marketing                 (d) Selling

3. The process of dividing the market of a product or service in smaller groups of customers is \_\_\_\_\_.
- (a) Positioning            (b) Segmentation
- (c) Targeting            (d) PLC
4. Multisegment marketing is practicing of \_\_\_\_\_ more than one market segment.
- (a) Targeting            (b) Positioning
- (c) Profiting            (d) Concentrating
5. \_\_\_\_\_ environment consists of the environment within the organization.
- (a) Macro            (b) External
- (c) Micro            (d) Public
6. Which one is NOT digital marketing method?
- (a) Data driven marketing
- (b) Content marketing
- (c) Search engine marketing
- (d) Direct marketing
7. The person who starts the process of considering a purchase is \_\_\_\_\_
- (a) Influencer            (b) Initiator
- (c) Payer            (d) Decider



8. \_\_\_\_\_ learning is the development of beliefs and attitude without reinforcement.
- (a) Classical conditioning
  - (b) Operant conditioning
  - (c) Cognitive learning
  - (d) Modeling
9. \_\_\_\_\_ interviews in marketing research involve interviewing consumer individually for one or two hours about a topic.
- (a) Panel
  - (b) Depth
  - (c) Stress
  - (d) Group
10. \_\_\_\_\_ containing outline of agreed brief, statement of objectives, scope and methods of research.
- (a) Preface
  - (b) List of content
  - (c) Methodology
  - (d) Appendices
11. At this stage, the company needs to ascertain whether the new products will fit in with the company's strategy and available resources.
- (a) Test marketing
  - (b) Idea screening
  - (c) Idea generation
  - (d) Final decision
12. \_\_\_\_\_ are market leaders and earn high revenues in BCG matrix.
- (a) Cash cows
  - (b) Dogs
  - (c) Stars
  - (d) Problem children

13. Product mix \_\_\_\_\_ is achieved by increasing the depth within a particular product line.
- (a) Expansion            (b) Diversification
- (c) Collaboration        (d) Modification
14. After crossing the introduction stage the product enters the \_\_\_\_\_ stage.
- (a) Maturity            (b) Growth
- (c) Decline            (d) Prosperity
15. Which facilitates the establishment of a mutually beneficial economic relationship and transfer of possession of goods?
- (a) Place            (b) Pricing
- (c) Promotion        (d) Product
16. Charging different prices for different customers is \_\_\_\_\_ price.
- (a) Skimming            (b) Penetrative
- (c) Discriminatory        (d) Bundle
17. Manufacturer to industrial customers is a most common channel for \_\_\_\_\_ industrial products like heavy equipment and machines.
- (a) Expensive            (b) Less expensive
- (c) Repetitive            (d) Non-repetitive
18. If the service provider is geographically distant from the customers, \_\_\_\_\_ are used.
- (a) Internet            (b) Agents
- (c) Software            (d) Direct suppliers

19. Distribution \_\_\_\_\_ is deciding the number of outlets in a region or for a population.
- (a) Intensity            (b) Strategy  
(c) Channel            (d) Selectivity
20. A franchise is legal contract in which \_\_\_\_\_ and the intermediary agrees to each member's rights and obligation.
- (a) Retailer            (b) Wholesaler  
(c) Manufacturer    (d) Agent
21. \_\_\_\_\_ selling involves face to face contact with the customer.
- (a) Personal            (b) Impersonal  
(c) Indirect            (d) Online
22. Job \_\_\_\_\_ includes job title, duties, responsibilities, and technical requirements.
- (a) Analysis            (b) Description  
(c) Specification    (d) Design
23. \_\_\_\_\_ is a paid form of communication.
- (a) Personal selling    (b) Advertisement  
(c) Sales promotion    (d) Publicity
24. Stimulate the purchase of large stocks is one of the activities of \_\_\_\_\_
- (a) Publicity            (b) Personal selling  
(c) Sales promotion    (d) Advertisement

25. Advertising agencies are \_\_\_\_\_ by the advertiser to plan and execute commercial advertisement.
- (a) Served                      (b) Employed
- (c) Developed                  (d) Hired
26. A company's advertising \_\_\_\_\_ is a specified percentage of its current or expected sales revenue.
- (a) Budget                      (b) Plan
- (c) Mix                          (d) Strategy
27. In \_\_\_\_\_ attack, an aggressor attacks unguarded or weakly guarded markets.
- (a) Bypass                      (b) Frontal
- (c) Encirclement              (d) Flanking
28. Preemptive defense involves taking \_\_\_\_\_ steps to protect oneself from the imminent attack of a competition.
- (a) Adaptive                    (b) Reactive
- (c) Proactive                    (d) Directive
29. \_\_\_\_\_ segmentation refers to the practice of splitting up a unified system into many isolated segments.
- (a) Macro                      (b) Micro
- (c) Multi                        (d) Market mix

30. This is the process of focusing on a particular object in the environment for a certain period of time.
- (a) Selective attention
  - (b) Selective distortion
  - (c) Selective retention
  - (d) Selective perception
31. The process of managing groups of brands and product lines is called \_\_\_\_\_ planning.
- (a) Market                      (b) Sales
  - (c) Portfolio                      (d) Profit
32. The contractor decides on a price on the basis of expectations of how competitors will bid price is \_\_\_\_\_ pricing.
- (a) Sealed-bid                      (b) Going rate
  - (c) Perceived value                      (d) Target
33. In shipping break bulk cargo or general cargo are goods that must be loaded \_\_\_\_\_ and neither in intermodal containers nor in bulk as with oil or grain.
- (a) Together                      (b) Combine
  - (c) Directly                      (d) Individually

**Part B**

(7 × 6 = 42)

Answer **all** questions choosing either (a) or (b).

34. (a) Discuss the modern marketing concept.
- Or
- (b) Describe the bases for marketing segmentation.
35. (a) Explain the internal marketing environment.
- Or
- (b) Describe the consumer buying process.

36. (a) Explain the process of marketing research.  
Or  
(b) Discuss the steps involved in new product development.
37. (a) Describe the stages of product line management.  
Or  
(b) State the objectives of pricing.
38. (a) Describe the types of physical distribution.  
Or  
(b) Discuss the choice considerations in marketing channel decisions.
39. (a) Compare and contrast personal selling and impersonal selling.  
Or  
(b) Describe online sales promotional activities with illustration.
40. (a) Explain the importance of media planning and selection in advertisement.  
Or  
(b) Describe the competitive strategies framing for leaders and challenges.
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**N-0154**

**Sub. Code**

**205432/205532/  
205632/205732/  
205832**

**M.B.A. DEGREE EXAMINATION,  
MAY 2022 AND DECEMBER 2022**

**ONLINE PROGRAMME EXAMINATIONS**

**Second Year – Third Semester**

**FINANCIAL MANAGEMENT**

**(Common for M.B.A. (G)/FM/LM/T/HRM)**

**(CBCS – 2020 onwards)**

Time : 2 Hours

Maximum : 75 Marks

**Part A**

**(33 × 1 = 33)**

Answer **all** questions.

1. Wealth maximization means maximizing the \_\_\_\_\_  
of a course of action.  
(a) NPV                      (b) IRR  
(c) Profit                      (d) Growth
2. The modern approach to Financial Management view  
(a) The total funds requirements of the firm.  
(b) The assets to be acquired.  
(c) The pattern of financing the assets  
(d) All of the above.
3. The financing of Long-term assets should be made from:  
(a) Short-term funds    (b) Debt funds  
(c) Long-term funds    (d) Equity funds

4. Liquidity and profitability are \_\_\_\_\_ goals for the finance manager.
- (a) Different
  - (b) Separate
  - (c) Competing
  - (d) Finance
5. Investment is the
- (a) Net additions made to the nation's capital stocks
  - (b) Person's commitment to buy a flat or house
  - (c) Employment of funds on asset to earn returns
  - (d) Employment of goods and services that are used in production process.
6. The time value of money exists not due to
- (a) Inflationary conditions exists for money.
  - (b) Personal Consumption preference is delayed.
  - (c) The possibility to increase profits.
  - (d) Forgoing reinvestments opportunities for sometime.
7. Market value of the shares are decided by
- (a) The respective companies
  - (b) The Investment Market
  - (c) The Government
  - (d) Shareholders
8. Capital budgeting is related to \_\_\_\_\_
- (a) Long term Assets
  - (b) Short term Assets
  - (c) Long term and Short term Assets
  - (d) Fixed Assets



9. SEBI imposes a blanket restriction on all short sales to prevent speculation in stocks. This will cause the market efficiency to
- (a) Increase                      (b) Decrease  
(c) No change                      (d) None of the above
10. Indicate the odd-one in the following
- (a) Book building              (b) Green shoe option  
(c) Underwriting              (d) Road Show
11. The cost of capital is not similar to one of the following
- (a) Cut-off rate              (b) Target rate  
(c) Hurdle rate              (d) Internal rate of return
12. Future value interest factor takes \_\_\_\_\_
- (a) Compounding rate (b) Inflation rate  
(c) Discounting rate (d) Deflation rate
13. Financial leverage helps one to estimate
- (a) Business risk              (b) Financial risk  
(c) Production risk              (d) None of the above
14. The net operating income approach to capital structure is based on the assumption that
- (a) The overall cost of capital is constant  
(b) The cost of Debt is constant  
(c) The investors see the firm as a whole  
(d) All of the above.
15. IRR of a project is that rate where NPV tends to:
- (a) Zero                      (b) Less than 1  
(c) More than 1              (d) 1

16. The net initial investment is divided by uniform increasing in future cash flows to calculate
- (a) Discounting period
  - (b) Investment period
  - (c) Payback period
  - (d) Earnings period
17. If greater risk is associated with receiving of future economic benefit, the \_\_\_\_\_ discount rate is adopted.
- (a) Lower
  - (b) Normal
  - (c) Higher
  - (d) Positive
18. Decision tree is most powerful for \_\_\_\_\_
- (a) Classification
  - (b) Prediction
  - (c) Both (a) and (b)
  - (d) None of these
19. Working capital management is managing
- (a) Short term assets and liabilities
  - (b) Long term assets
  - (c) Long term Liabilities
  - (d) Only short – term assets
20. The excess of current assets over current liabilities is called:
- (a) Net current assets
  - (b) Net working capital
  - (c) Working capital
  - (d) All of these

21. The meaning of inventory means
- (a) Stock of raw material and stores
  - (b) Stock of work in progress and semi finished goods
  - (c) Stock of finished goods
  - (d) All of the above
22. A high debtor turnover ratio indicates
- (a) Low amounts tied up in debtor balances
  - (b) Increases in sales turnover
  - (c) Efficient conversion of debtor into cash
  - (d) As stated in (a) and (c)
23. The availability of cash in the near future after taking account of financial commitments is known as
- (a) Liquidity
  - (b) Solvency
  - (c) Cash flow
  - (d) Cash rich
24. In a Miller-orr cash management model, 'z' represents
- (a) Upper Control limit
  - (b) Lower control limit
  - (c) Return Point
  - (d) Optimum point
25. The dividend irrelevance theorem to share valuation was propounded by
- (a) James E. Walter
  - (b) Myron Gordon
  - (c) Modigliani and Miller
  - (d) None of the above

26. MM theory in perfect market suggests that dividend payment
- (a) Has a positive impact on the value of the firm
  - (b) Has a negative impact on the value of the firm
  - (c) Has negligence impact on the firm
  - (d) None of the above
27. The dividend policy of the firm and its market price of share is determined by
- (a) Earnings per share
  - (b) Dividend Yield
  - (c) Price earning ratio
  - (d) Books value
28. Stock dividend is also known as
- (a) Scrip dividend      (b) Bonus shares
  - (c) Right shares      (d) Property dividend
29. Receivables arise
- (a) If the goods are sold on credit
  - (b) If the goods are sold in cash
  - (c) If the services are rendered on cash
  - (d) None of the above
30. Marketable securities are primarily
- (a) Short term debt instrument
  - (b) Short term equity shares
  - (c) Long term debt instrument
  - (d) Long term equity instrument

31. The fixed rate of \_\_\_\_\_ is payable on debentures.  
(a) Dividend (b) Commission  
(c) Interest (d) Brokerage
32. Cost of retained earnings is equal to  
(a) Cost of equity (b) Cost of debt  
(c) Cost of bank loan (d) Cost of term loans
33. The expansion of CAPM  
(a) Capital amount pricing models  
(b) Capital asset pricing model  
(c) Capital asset printing model  
(d) Capital amount printing model

**Part B**

(7 × 6 = 42)

Answer **all** questions, choosing either (a) or (b).

34. (a) What are the objectives of financial management?  
Or  
(b) What are the various functions of a finance manager?
35. (a) Explain the relevance of time value of money in investment decisions.  
Or  
(b) Describe the different types of debentures.
36. (a) Briefly explain the various kinds of capital issues.  
Or  
(b) “Cost of capital is used by a company as a minimum benchmark for its yield” – Comment.

37. (a) Critically evaluate the MM theory on capital structure.

Or

(b) Enumerate the various methods for evaluation of capital expenditure projects.

38. (a) Explain the sensitivity analysis in capital budgeting.

Or

(b) Explain the significance of working capital.

39. (a) What are the ratios used in control of receivables?

Or

(b) Explain the Baumol model of cash management.

40. (a) Explain the assumptions and implication of Gordon's dividend model.

Or

(b) Explain the factors that influence the dividend policy of a firm.

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**N-0155**

**Sub. Code**

**205433A1/  
205833**

**M.B.A. (G/HRM) DEGREE EXAMINATION,  
MAY 2022 AND DECEMBER 2022**

**ONLINE PROGRAMME EXAMINATIONS**

**Second Year – Third Semester**

**INDUSTRIAL RELATIONS MANAGEMENT**

**(Common for M.B.A.(G)/HRM)**

**(CBCS – 2020 onwards)**

Time : 2 Hours

Maximum : 75 Marks

**Part A**

(33 × 1 = 33)

Answer **all** questions.

1. The principal chronicled session of Indian Constituent Assembly held its gathering on
  - (a) December 1946
  - (b) 22 January 1947
  - (c) 15 August 1947
  - (d) 26 November 1949
2. Fundamental rights are enumerated in \_\_\_\_\_ of the Constitution.
  - (a) Part I
  - (b) Part II
  - (c) Part III
  - (d) None of the above
3. \_\_\_\_\_ that represent skilled workers belonging to a specific field like carpentry or welding.
  - (a) General unions
  - (b) Craft unions
  - (c) Company Unions
  - (d) White collar unions

4. AITUC stands for
- (a) All India Trade Union Committee
  - (b) All India Textile Union Congress
  - (c) All India Trade Union Congress
  - (d) All Industrial Trade Union Committee
5. The Hind Mazdoor Sabha (Indian Labour Congress) was setup at \_\_\_\_\_
- (a) Calcutta                      (b) Madras
  - (c) Bombay                      (d) Ahmedabad
6. The year 2001 witnessed several amendments of great importance, made in the Trade Unions Act, 1926. However, such amendments came into force in the year of \_\_\_\_\_.
- (a) 2002                      (b) 2003
  - (c) 2004                      (d) 2005
7. The primary source of income to the union is \_\_\_\_\_.
- (a) Government fund
  - (b) Company contribution
  - (c) Membership subscription
  - (d) Social fund
8. In 2006, WFTU merged with \_\_\_\_\_
- (a) INTUC                      (b) ICFTU
  - (c) United Nations              (d) WCL



9. The ILO's Governing Body has diagnosed \_\_\_\_\_ conventions as "fundamental", masking topics which are taken into consideration as fundamental ideas and rights at work.
- (a) Seven                      (b) Eight  
(c) Nine                        (d) Ten
10. Factories Act, 1948 prescribed a separate chapter for welfare related provisions. Among that washing facilities come under,
- (a) Section 42                (b) Section 43  
(c) Section 44                (d) Section 45
11. Following assumptions are related to \_\_\_\_\_ approach of Industrial relations,
- ✓ Any industrial relation should be based on fundamental principles of truth and non-violence.
  - ✓ The worker is expected to seek redressal of reasonable demands only through collective action; he/she should avoid strikes and unionism.
- (a) Sociological  
(b) Human relations  
(c) Gandhian  
(d) Socio-ethical
12. Who are not the Actors of Industrial Relations?
- (a) Workers and their organisations  
(b) Employers and their organisations  
(c) Community and cultural associations  
(d) Government and the role of the State

13. A conciliation officer is \_\_\_\_\_
- (a) Trade union appointed person
  - (b) Employer representative
  - (c) Political member
  - (d) Government servant
14. \_\_\_\_\_ is a method of settling industrial disputes with the help of an outsider who plays a positive role by assessing the views and interest of the parties in dispute and by advancing suggestions for compromise for their consideration.
- (a) Conciliation            (b) Mediation
  - (c) Works committee   (d) Adjudication
15. The Industrial Disputes (Amendment and Miscellaneous Provisions) Act, 1956, introduces a \_\_\_\_\_ system for industrial adjudication.
- (a) Two-tier                (b) Three-tier
  - (c) Four-tier                (d) Unilateral
16. The Industrial Tribunal becomes functus officio if the application is not moved within \_\_\_\_\_ of the publication of the award in the Official Gazette.
- (a) 15 days                (b) 20 days
  - (c) 30 days                (d) 45 days
17. Which of the following cannot be regarded as a method of State Regulation of Wages?
- (a) Wage Boards
  - (b) A Statutory Minimum Wage
  - (c) Adjudication and arbitration awards
  - (d) Collective Bargaining

18. In which type of collective bargaining workers lose something instead of gaining?
- (a) Concession Bargaining
  - (b) Coalition Bargaining
  - (c) Productivity Bargaining
  - (d) All the above
19. The first Wage Board in India was set up in
- (a) 1957                      (b) 1958
  - (c) 1959                      (d) 1960
20. The characteristic feature of this type of withdrawal of labour is that the workmen suddenly withdraw their labour and bargain afterwards. This type of strike is called
- (a) Go-slow strike      (b) Pen-down strike
  - (c) Wildcat strike      (d) Hunger strike
21. According to the National Safety Council USA, accident prevention depends on \_\_\_\_\_
- (a) Three E's              (b) Four E's
  - (c) Five E's                (d) None of the above
22. For health safety and Welfare, Artificial Humidification comes under which section of the Factories Act,1948?
- (a) Section 11
  - (b) Section 13
  - (c) Section 14
  - (d) Section 15

23. Which one of the following Labour Legislations provides comprehensive benefits to industrial workers in India?
- (a) Employee Provident Funds Act
  - (b) Employees' Compensation Act
  - (c) Employees State Insurance Act
  - (d) Maternity Benefit Act
24. The Factories Act, 1948 provides for the employment of a welfare officer in every factory ordinarily employing \_\_\_\_\_ workers.
- (a) 50 or more                      (b) 100 or more
  - (c) 200 or more                      (d) 500 or more
25. The \_\_\_\_\_ is designed to enlist the cooperation of subordinates in effecting improvements and in eliminating waste, and to provide an avenue for a working communication with the management.
- (a) Suggestions scheme
  - (b) Notice board
  - (c) House journals
  - (d) Weekly meeting

26. The process of converting the message into meaningful symbols is called
- (a) Channel                      (b) Decoding
- (c) Encoding                      (d) Feedback
27. The employment of women is the lowest in \_\_\_\_\_ and it is highest in \_\_\_\_\_.
- (a) Mines, Plantation
- (b) Factories, Transport service
- (c) Plantation, Machine works
- (d) Hospitals, Railways
28. Knowledge workers are known for their special characteristics. Which among the following is NOT a special characteristics?
- (a) Analyzing skills
- (b) Synthesize ability
- (c) Evaluating information
- (d) Good body language
29. Canteen is to be provided if more than \_\_\_\_\_ employees are employed.
- (a) 250                              (b) 230
- (c) 300                              (d) 275

30. The Bhopal Gas Tragedy led to an amendment under which of the following legislations?
- (a) Factories Act
  - (b) Mines Act
  - (c) Plantation Labour Act
  - (d) None of the above
31. The international labor organization was established in
- (a) April 9, 1918
  - (b) April 19, 1919
  - (c) May 20, 1920
  - (d) January 19, 1949
32. Which of the following is/are the non economic cause of dispute?
- (a) Ill-treatment by staff
  - (b) Sympathetic strike
  - (c) Indiscipline
  - (d) All of these
33. If the workers of different categories form into a union, that union is called
- (a) Industrial union
  - (b) Company union
  - (c) Craft union
  - (d) None of these

**Part B**

(7 × 6 = 42)

Answer **all** questions choosing either (a) or (b).

34. (a) Explain fundamental rights of state policy.

Or

- (b) State the relationship between trade union and economic development.

35. (a) Explain about the development of Trade unionism in India.

Or

- (b) Discuss about the International labour movement.

36. (a) Briefly explain about the PCR rights and duties.

Or

- (b) State the Social obligations of Industry.

37. (a) Explain about works committee.

Or

- (b) Discuss the importance of workers participation in management.

38. (a) Explain the process of collective bargaining.

Or

- (b) What measures to be taken to stop strikes and lockout disputes.

39. (a) Explain briefly about the employee safety programme.

Or

(b) Write in detail about grievance redressal.

40. (a) Explain the upward communication and its benefits in organizations.

Or

(b) Explain the procedure adopted in employee counselling.

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**N-0156**

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205834**

**M.B.A. DEGREE EXAMINATION,  
MAY 2022 AND DECEMBER 2022**

**ONLINE PROGRAMME EXAMINATIONS**

**Second Year – Third Semester**

**LABOUR LEGISLATIONS – I**

**(Common for M.B.A. (G)/(HRM))**

**(CBCS – 2020 onwards)**

Time : 2 Hours

Maximum : 75 Marks

**Part A**

**(33 × 1 = 33)**

Answer **all** questions.

1. Who is an adult as per Factories Act, 1948?
  - (a) Who has completed 18 years of age
  - (b) Who is less than 18 years
  - (c) Who is more than 14 years
  - (d) Who is more than 15 years
  
2. Which of the following is not a statutory welfare facility under the Factories Act, 1948?
  - (a) Crèche
  - (b) Canteen
  - (c) Transport
  - (d) First-Aid Boxes

3. What is the penalty payable by parents/guardian for permitting double employment of a child?
- (a) Rs,2,500
  - (b) Rs.5,000
  - (c) Rs.500
  - (d) Rs.1,000
4. To close down a factory, the occupier has to give \_\_\_\_\_ days notice to the authorities.
- (a) 30 Days
  - (b) 60 Days
  - (c) 90 Days
  - (d) 14 Days
5. Under Workmen's Compensation Act, 1923
- (a) Individual manager subordinate to an employer cannot act as managing agent
  - (b) Managing agent includes an individual manager subordinate to an employer
  - (c) Only employer can act as managing agent
  - (d) The appropriate government shall appoint managing agent
6. If there is willful removal or disregard by the workman of any safety guard or other device which he knew to have been provided for the purpose of securing safety of workman,
- (a) Employer is liable to pay compensation
  - (b) Employer is not liable to pay compensation
  - (c) Appropriate government is liable to pay compensation
  - (d) The Trade Union is liable to pay compensation

7. Section 16 of the Employees Compensation Act 1923 provides?
- (a) Returns as to compensation
  - (b) Appearance of parties
  - (c) Effect of failure to register agreement
  - (d) Recovery
8. No contribution is required for getting benefit under which of the following legislations?
- (a) Maternity Benefit Act
  - (b) Employees' Compensation Act
  - (c) Both under (a) and (b)
  - (d) Employee State Insurance Act
9. The dispute of individual workman is deemed to be industrial dispute if the dispute or difference is connected with or arising out of the following where no other workman nor any union of workman is a party to the dispute.
- (a) Grievance of an individual workman
  - (b) Discharge of an individual workman
  - (c) Dismissal of an individual workman
  - (d) Discharge, dismissal, retrenchment or otherwise termination of services of an individual workman
10. Which of the following is a machinery for the settlement of Industrial Disputes in India?
- (a) National Commission on Labour
  - (b) Wage Board
  - (c) Industrial Tribunal
  - (d) Standing Labour Committee

11. The characteristic feature of this type of withdrawal of labour is that the workmen suddenly withdraw their labour and bargain afterwards. This type strike is called
- (a) Wildcat strike
  - (b) Pen-down strike
  - (c) Go-slow strike
  - (d) Hunger strike
12. 'First come last go and last come first go' is the principle of
- (a) Lay-off
  - (b) Closure
  - (c) Retrenchment
  - (d) Dismissal
13. Unfair labour practices are codified in the Industrial Disputes Act in section \_\_\_\_\_ and \_\_\_\_\_.
- (a) 2(ra) and 23
  - (b) 2a and 25
  - (c) 3b and 25
  - (d) 3a and 26
14. Under which Schedule of the Industrial Disputes Act, 1947 Public Utility Services have been listed out?
- (a) 1<sup>st</sup> Schedule            (b) 2<sup>nd</sup> Schedule
  - (c) 3<sup>rd</sup> Schedule            (d) 4<sup>th</sup> Schedule
15. Subject to the provisions of Shops and Establishment Act 1947, no person employed in any establishment shall be required or allowed to work for more than \_\_\_\_\_ in any day.
- (a) 7 hours                    (b) 8 hours
  - (c) 10 hours                    (d) 11 hours

16. Which chapter of Shops and Establishment Act 1947 deals with Health and Safety aspects?
- (a) Chapter III            (b) Chapter IV  
(c) Chapter V            (d) Chapter VI
17. The ESI scheme is yet to be implemented
- (a) Andhra Pradesh  
(b) Lakshadweep  
(c) Jammu & Kashmir  
(d) Both (a) and (b)
18. Which section of the ESI act allows constituting a Standing committee of the Corporation?
- (a) Section 4            (b) Section 5  
(c) Section 7            (d) Section 8
19. Inspectors are appointed by
- (a) Corporation  
(b) Central government  
(c) State government  
(d) Occupier
20. In case of failure to pay the employee's contribution which has been deducted by him from the employee's wages, he shall be punishable with imprisonment for a period not less than one year and shall also be liable to fine of Rs. \_\_\_\_\_.
- (a) Five thousand  
(b) Seven thousand  
(c) Ten thousand  
(d) Fifteen thousand

21. Employees' Provident Funds Appellate Tribunal was constituted under Section \_\_\_\_\_, of the EPF Act.
- (a) 7D
  - (b) 6A
  - (c) 7C
  - (d) 6D
22. The chairman and members of Central Board constituted under Employees Provident Fund are appointed by
- (a) Central Government
  - (b) State Government
  - (c) Supreme Court
  - (d) None of the above
23. Mode of recovery of moneys due from employers, is provided in section \_\_\_\_\_ of the Employees Provident Fund and Miscellaneous Provisions Act 1952.
- (a) Section 5
  - (b) Section 2
  - (c) Section 8
  - (d) Section 3
24. Under Section 13 of the Employees Provident Funds and Miscellaneous Provisions Act, 1952 the Inspector is appointed by the \_\_\_\_\_ for the purpose of the Act and the Scheme.
- (a) State Government
  - (b) Appropriate Government
  - (c) Supreme court
  - (d) ESIC

25. Under this Act, "Insurance Fund" means \_\_\_\_\_.
- (a) Medical Insurance Fund
  - (b) Employees' Group Accident Insurance
  - (c) Unit Linked Insurance Plan
  - (d) Deposit Linked Insurance Scheme
26. Who can file an application for claim under payment of Wages Act 1936?
- (a) Legal practitioner
  - (b) Registered trade union
  - (c) Inspector
  - (d) All the above
27. Under the Contract Labour (Regulation and Abolition) Act, 1970, the Chairman of the State Advisory Contract Labour Board is appointed by:
- (a) The Governor of the State
  - (b) The State Government
  - (c) The Employers of the establishments by a secret ballot
  - (d) The Labour Commissioner of the State
28. Contract Labour (Regulation and Abolition) Act, 1970 applies to every establishment/contractor in which \_\_\_\_\_ workmen are employed or were employed on any day of the preceding twelve months as contract labour.
- (a) Ten or more
  - (b) Fifteen
  - (c) Twenty or more
  - (d) Twenty-five or more

29. Which Section of the Factories Act 1948 defines 'factory'?
- (a) Section 2(h)
  - (b) Section 2(k)
  - (c) Section 2(m)
  - (d) Section 2(n)
30. As per Factories Act 1948, who shall be an Inspector in a district
- (a) Tahsildar
  - (b) Sub Divisional Magistrate
  - (c) Labour Officer
  - (d) District Magistrate
31. The Industrial Disputes Act, 1947 empowers the appropriate government to require an employer having \_\_\_\_\_ workmen to constitute a works committee.
- (a) 50 or more
  - (b) 100 or more
  - (c) 200 or more
  - (d) minimum 500
32. The final stage in the settlement of industrial disputes is \_\_\_\_\_.
- (a) Compulsory arbitration
  - (b) Conciliation
  - (c) Works committee
  - (d) Strike
33. Section 47 of ESI Act provides the following with regard to,
- (a) Sickness benefit
  - (b) Funeral benefit
  - (c) Maternity benefit
  - (d) Disablement benefit



**Part B**

(7 × 6 = 42)

Answer **all** questions, choosing either (a) or (b).

34. (a) Explain the safety provisions of Factories Act, 1948.

Or

- (b) Describe the powers of Inspectors provided under Factories Act, 1948.

35. (a) Discuss the scope and coverage of Workmen's compensation Act, 1923.

Or

- (b) Write a note on distribution of compensation.

36. (a) Briefly explain about the powers of conciliation authorities for settlement of industrial disputes.

Or

- (b) What is strike? Explain its types.

37. (a) Explain about Unfair labour practices on part of the employers and trade unions of employees.

Or

- (b) What are the powers of authority under Shops and establishments Act?

38. (a) Discuss about the standing committee.

Or

- (b) Describe the functions of Inspectors in Employees' State Insurance Act, 1948.

39. (a) Define provident fund. List down the duties of Employers under the Employees Provident funds Scheme.

Or

(b) Detail the appointment of Inspectors and their duties under Employees Provident Fund act.

40. (a) Explain the provisions relating to transfer of accounts and liability in case of transfer.

Or

(b) State the reasons for employing contract labours. What are the problems faced by them?

**N-0157**

**Sub. Code**

**205435A3/  
205835**

**M.B.A. DEGREE EXAMINATION,  
MAY 2022 AND DECEMBER 2022**

**ONLINE PROGRAMME EXAMINATIONS**

**Second Year – Third Semester**

**TRAINING AND DEVELOPMENT**

**(Common for M.B.A. (G)/(HRM)**

**(CBCS – 2020 onwards)**

Time : 2 Hours

Maximum : 75 Marks

**Part A**

**(33 × 1 = 33)**

Answer **all** questions.

1. Training is most effective in resolving:
  - (a) Skill gaps
  - (b) Fearness
  - (c) Poor motivation
  - (d) Attendance issue
  
2. How does training and development offer competitive advantage to an organization?
  - (a) Removing performance deficiencies
  - (b) Deficiency is caused by a lack of ability
  - (c) Individuals have the aptitude and motivation to learn
  - (d) None of the above

3. The following is not a part of lower level management
  - (a) Worker
  - (b) Foreman
  - (c) Supervisor
  - (d) Inspector
  
4. The following is vertical expansion of the job
  - (a) Job rotation
  - (b) Job enrichment
  - (c) Management by Objectives (MBO)
  - (d) All of the above
  
5. Organization structure designates relationships of
  - (a) Formal reporting
  - (b) Informal reporting
  - (c) Authority
  - (d) Dynamism
  
6. Organization structure is reflected in the
  - (a) Organization hierarchy
  - (b) Organization chart
  - (c) Departments
  - (d) Span of Control
  
7. Maximum rate of CGST prescribed by law for intrastate supply made is
  - (a) 18%
  - (b) 40%
  - (c) 20%
  - (d) 28% + Cess

8. Which of the following taxes have been subsumed in GST?
- (a) Central sales tax
  - (b) Central excise duty
  - (c) VAT
  - (d) All of the above
9. Which of the following is evolved in staffing?
- (a) Termination
  - (b) Estimation of workload
  - (c) Personnel appointments and placements
  - (d) All of the above
10. \_\_\_\_\_ few key jobs are selected and compared in terms of common factors.
- (a) Factor comparison method
  - (b) Ranking method
  - (c) Grading method
  - (d) Point rating method
11. \_\_\_\_\_ is the process of imparting or increasing knowledge or skill of an employee to do a particular job.
- (a) Training
  - (b) Development
  - (c) Motivation
  - (d) Leadership
12. In \_\_\_\_\_ training, a training centre is set-up and actual job conditions are duplicated or simulated in it.
- (a) Classroom
  - (b) Apprenticeship
  - (c) Internship
  - (d) Vestibule

13. Off the job training method includes:
- (a) Vestibule training
  - (b) Syndicate
  - (c) Sensitivity training
  - (d) All of these
14. The term which describes long term training which includes a combination of both on-the-job and in-class training is
- (a) Mentorship
  - (b) Computer based training
  - (c) Vestibule training
  - (d) Apprenticeship
15. Which pair in order of sequences represents the first and last steps in a T&D programme?
- (a) Determination of T&D needs and evaluation of T&D programme
  - (b) Determination of T&D needs and designing the T&D programme
  - (c) Designing T&D Programme and implementing it
  - (d) Evaluating of T&D programme and implementing it
16. ————— Career development involves
- (a) Conscious is determination of career aspirations and potentialities of employees and matching them with the organization's needs
  - (b) Providing counseling to students to choose their careers
  - (c) Providing information to students about opportunities of employment
  - (d) Determining the potentialities of students for a suitable career

17. When structuring training objectives, the trainer should:
- (a) Give trainees a clear understanding of what to expect
  - (b) Isolate all learning objectives in a single learning domain
  - (c) Encourage trainees to evaluate whether they can omit certain course objectives
  - (d) Others
18. Training works best under which of the following conditions:
- (a) The task is easy and perfection is not required
  - (b) Correct performance is critical
  - (c) The task is infrequently performed
  - (d) Human Resource Management
19. Which of the following provides necessary information for job evaluation?
- (a) Job Enrichment    (b) Job Description
  - (c) Job Ranking        (d) Job Enlargement
20. Which of the following is involved in the in-basket training?
- (a) Simulation
  - (b) On-the-job training
  - (c) Vestibule training
  - (d) Coaching
21. The following is not on the job training method
- (a) Understudies
  - (b) Job rotation
  - (c) Management by Objectives (MBO)
  - (d) Case study method

22. Training Within the Industry (TWI) scheme imparts training in
- (a) Job instructions
  - (b) Job rotation
  - (c) Job method
  - (d) All of the above
23. Which of these is the benefit of needs assessment?
- (a) Assessment makes training department more accountable
  - (b) Higher training costs
  - (c) Loss of business
  - (d) Increased overtime working
24. Which of the following is a method used in group or organizational training needs assessment?
- (a) Consideration of current and projected changes
  - (b) Rating Scales
  - (c) Interviews
  - (d) Questionnaires
25. Corporate governance structure
- (a) Varies a great deal across countries
  - (b) Has become homogenized following the integration of capital markets
  - (c) Has become homogenized due to cross-listing of shares of many public corporations
  - (d) is almost similar in all countries
26. CSR field is closely linked with that of
- (a) Sustainable revolution
  - (b) Sustainable improvement
  - (c) Sustainable development
  - (d) Sustainable living



27. The public sector enterprises are owned, managed and controlled by the \_\_\_\_\_.
- (a) Government
  - (b) Individuals
  - (c) Foreigners
  - (d) Investors
28. \_\_\_\_\_ is public enterprises brought into existence by a Special Act of the Parliament:
- (a) Departmental undertakings
  - (b) Statutory corporation
  - (c) Government companies
  - (d) Joint ventures
29. GST is levied on supply of all goods and service except
- (a) Alcoholic liquor for human consumption
  - (b) Tobacco
  - (c) Health care service
  - (d) All of the above
30. The following training aims to provide broad training to enable the trainee to take up a wide variety of tasks within his field of specialization.
- (a) Demonstration
  - (b) On-the-Job training
  - (c) Apprenticeship
  - (d) All of the above

31. The Corporate Social Responsibility does relate most to the following EXCEPT
- (a) Ethical conduct
  - (b) Environmental practice
  - (c) Employee satisfaction
  - (d) Community investment
32. Which of the following is least relevant for Learning in any Training exercise?
- (a) Costly Equipment
  - (b) Design and Implementation of Training
  - (c) Motivation of trainees
  - (d) Climate of Organization
33. Which of the following is a benefit of employee training?
- (a) Improves morale
  - (b) Helps people identify with organizational goals
  - (c) Provides a good climate for learning, growth and co-ordination
  - (d) None of the above

**Part B**

(7 × 6 = 42)

Answer **all** questions choosing either (a) or (b).

34. (a) What is Training? Explain the Objectives of training and Development.

Or

- (b) Enumerate the Design of HRD system in detail.

35. (a) Explain the Importance of GST in detail.

Or

(b) Describe the following:

(i) Organisational analysis

(ii) Task analysis

(iii) Individual analysis.

36. (a) Discuss about the Duties and Responsibilities of Training Managers.

Or

(b) Explain the Functions of employees training in detail.

37. (a) Discuss about the On the job and Off the job training.

Or

(b) Enumerate the Need and Importance of employees training in detail.

38. (a) Explain the types of training.

Or

(b) Illustrate the Implications of evaluation training in detail.

39. (a) Explain the following :

(i) ROI

(ii) IRR

(iii) CPA.

Or

(b) Explain the Role and Functions of CSR.

40. (a) Describe the Cost benefit Analysis in detail.

Or

(b) Explain the Kirkpatric's Model.

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**N- 0198**

**Sub. Code**

**205442A1/  
205841**

**M.B.A. (G)/HRM DEGREE EXAMINATION,  
MAY 2022 AND DECEMBER 2022**

**ONLINE PROGRAMME EXAMINATIONS**

**Second Year – Fourth Semester**

**COMPENSATION MANAGEMENT**

**(Common for M.B.A. (G)/(HRM))**

**(CBCS – 2020 onwards)**

Time : 2 Hours

Maximum : 75 Marks

**Part A**

**(33 × 1 = 33)**

Answer **all** questions.

1. Which of the following is not included under the definition of wages given under the payment of wages Act, 1936?
  - (a) Basic wage
  - (b) Dearness allowance
  - (c) Incentive
  - (d) Gratuity
  
2. Which theory explains the employee and employer Relationship?
  - (a) Agency theory
  - (b) Piece Rate theory
  - (c) Gantt — task theory
  - (d) McClelland's need theory

3. Minimum Wage Act was formed in?
  - (a) 1936
  - (b) 1948
  - (c) 1976
  - (d) 1965
  
4. Which Act in industrial relations defines the term trade union?
  - (a) Industrial Trade resolution 1962
  - (b) Industrial policy, 1991
  - (c) The trade union and labor relations (consolidation) Act, 1992
  - (d) The industrial Employment Act, 1946
  
5. An employee who is paid more than specified range is classified as
  - (a) Green circle employee
  - (b) Red circle employee
  - (c) White circle employee
  - (d) Blue circle employee
  
6. Which of the following is not a non-financial incentive?
  - (a) Status
  - (b) Job enrichment
  - (c) Bonus
  - (d) Employee progress
  
7. What is an encouraged action by offering rewards or payments?
  - (a) Positive incentives
  - (b) Negative incentives
  - (c) Direct incentives
  - (d) Indirect incentives

8. The plan which gives the right to sell the stock of the organization at price for specific period of time is classified as
- (a) Employee stock ownership plan
  - (b) Ownership option
  - (c) Stock option
  - (d) Trading options
9. The safety awards, attendance bonuses, sales commission and piece rate are classified as techniques of
- (a) Individual pay plans
  - (b) Group based pay plans
  - (c) Organization wide pay plans
  - (d) Organization wide base pay
10. The job evaluation process in which the raters categorize jobs into groups is called
- (a) Point method
  - (b) Job classification
  - (c) Job grading
  - (d) Aligned reward strategy
11. Instructing educating and training employees and subordinates is called
- (a) Coaching
  - (b) Mentoring
  - (c) Career management
  - (d) Career development

12. Loyalty awards given to employees, for completing several years is an example of
- (a) Financial awards
  - (b) Appraisal awards
  - (c) Non-motivating rewards
  - (d) Non-financial rewards
13. 'Edwin Locke' stated that specific and challenging goals leads to
- (a) Variable performance rewards
  - (b) Fixed performance rewards
  - (c) Higher task performance
  - (d) Lower task performance
14. What are the factor/factors affects the variation of wages?
- (a) Regions
  - (b) Occupations
  - (c) Individual
  - (d) All of these
15. This is determined by the equilibrium between the demand for and supply of labor.
- (a) Wage rate
  - (b) Wage determination
  - (c) Labor rate
  - (d) Total wage



16. What is the tax if a state level tax imposed for carrying on business, profession or service
- (a) Carrying tax
  - (b) Tax deduction at source (TDS)
  - (c) Professional tax
  - (d) Provident fund
17. It is the time which cannot be avoided or reduced in the normal course of business.
- (a) Abnormal idle time
  - (b) Normal idle time
  - (c) Booking time
  - (d) Time keeping
18. What is the maximum limit of fine to be imposed on an employee?
- (a) Should not exceed an amount equal to 5% of the wages payable
  - (b) Should not exceed an amount equal to 1% of the wages payable
  - (c) Should not exceed an amount equal to 3% of the wages payable
  - (d) Should not exceed an amount equal to 10% of the wages payable
19. Which section takes care of payment of undisbursed wages in case of death of employed person?
- (a) Section 25A
  - (b) Section 25
  - (c) Section 26
  - (d) Section 22A

20. This is the state of equilibrium where a person equally prioritizes the demands of one's career and the demands of One's personal life.
- (a) Salary equilibrium
  - (b) Work-life balance
  - (c) Pay transparency
  - (d) Life cycle
21. A full-time job split between two individuals, each with responsibility for the success of the total job
- (a) Part time job
  - (b) Flexi job
  - (c) Compressed work
  - (d) Job sharing
22. A system of payment where employees are compensated based on their individual skill and level of education attained.
- (a) Performance based compensation
  - (b) Experience based compensation
  - (c) Knowledge based compensation
  - (d) Occupation based compensation
23. SKC payment system means
- (a) Skill, knowledge, competency
  - (b) Skill, knowledge, compensation
  - (c) Salary, knowledge, compensation
  - (d) Salary, knowledge competency

24. \_\_\_\_\_ are also called 'payments by results'.
- (a) Allowances            (b) Claims  
(c) Incentives            (d) Fringe benefits
25. The following is not a concept of wage
- (a) Daily wages            (b) Minimum wages  
(c) Fair wages            (d) Living wages
26. Which of the following was the first registered trade union in India?
- (a) Hind mazdoor saba  
(b) Bharatiya mazdoor sangh  
(c) Madras labor union  
(d) Indian national trade union congress
27. The procedure of using less and more broad pay grades than the traditional systems of compensation is classified as
- (a) Salary banding    (b) Broad banding  
(c) Structure banding (d) Grade banding
28. B.F. Skinner proposed motivation model named as
- (a) Behavior reinforcement  
(b) Behavior modification  
(c) Behavior reshaping  
(d) Both (a) and (b)

29. According to Fredrick Herzberg, the person's low-level needs are
- (a) Hygiene's
  - (b) Motivators
  - (c) Unhygienic
  - (d) Unmotivated
30. The formal procedure, in which job terminated person is counseled and trained, to secure a job position by teaching self appraising techniques is classified as
- (a) Termination interview
  - (b) Exit interviews
  - (c) Outplacement counseling
  - (d) Subordination interviews
31. The dismissal of the employee, who violates law of contractual arrangements stated, by the employer is classified as
- (a) Wrongful discharge
  - (b) Distributive termination
  - (c) Descriptive termination
  - (d) Wrongful termination
32. Communications and employs' participation the part of
- (a) Strategic plan
  - (b) Vision
  - (c) Mission
  - (d) Company's plan
33. Anchoring jobs and slotting the other jobs accordingly is called
- (a) Benchmarking jobs
  - (b) Evaluating pay scales
  - (c) Evaluating pays grades
  - (d) Evaluating internal equity

**Part B**

(7 × 6 = 42)

Answer **all** questions choosing either (a) or (b).

34. (a) Describe the micro economic factors that influencing the compensation?

Or

- (b) What are the components of compensation? Explain them?

35. (a) Describe the elements of a good wages plan.

Or

- (b) Explain the characteristics of perfect competition.

36. (a) Describe the steps involved in designing a pay structure.

Or

- (b) Discuss about Non-monetary incentive schemes.

37. (a) What is executive compensation system? Write the main purpose executive compensation system.

Or

- (b) Explain the basic principles of job evaluation

38. (a) Describe the determinants of incentives.

Or

- (b) Discuss the factors to consider for determining wage and salary.

39. (a) What is employee cost? What are the implications of controlling the employee cost?

Or

(b) Discuss the provisions of Payment of wages Act

40. (a) Discuss current trends in compensation management.

Or

(b) How compensation is related with motivation?  
Discuss

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**N-0199**

**Sub. Code**

**205443A2/  
205844**

**M.B.A. (G)/(HRM) DEGREE EXAMINATION,  
MAY 2022 AND DECEMBER 2022**

**ONLINE PROGRAMME EXAMINATIONS**

**Second Year – Fourth Semester**

**LABOUR LEGISLATIONS – II**

**(Common for M.B.A. (G)/HRM)**

**(CBCS – 2020 onwards)**

Time : 2 Hours

Maximum : 75 Marks

**Part A**

(33 × 1 = 33)

Answer **all** the questions.

1. The bonus act is the outcome of the recommendation made by the \_\_\_\_\_.
  - (a) State government
  - (b) Central government
  - (c) Labour Court
  - (d) Tripartite commission
  
2. On which date was the bonus act implemented by the government?
  - (a) 2nd September, 1980
  - (b) 2nd September, 1955
  - (c) 1st September, 1965
  - (d) 3rd September, 1956

3. The payment of bonus should be made within a period of months from the close of the accounting year.
- (a) 2 (b) 6  
(c) 8 (d) 10
4. The maximum amount of bonus to be paid in an accounting year as per section 10 of this act is \_\_\_\_\_
- (a) 8.33% (b) 10%  
(c) 20% (d) 15%
5. Excess allocable surplus remain after paying the maximum bonus of 20% on the wage or salary of the employee, should be carried forward to the next following year for utilizing the payment of bonus in case of the shortage of the allocable surplus or losses occur. This is called as
- (a) Set-on (b) Set-off  
(c) Take-on (d) Take-off
6. The ceiling on wage or salary for calculation of Bonus under the Payment of Bonus Act 1965 is \_\_\_\_\_.
- (a) Rs. 2,500 (b) Rs. 3,500  
(c) Rs. 4,500 (d) Rs. 6,500
7. When did The Payment of Gratuity Act 1972, come into force?
- (a) 01 April 1955 (b) 01 March 1955  
(c) 01 May 1955 (d) 16 September 1972
8. The employer shall arrange to pay the amount of gratuity within \_\_\_\_\_ days from the date it becomes payable to the person to whom the gratuity is payable.
- (a) 30 (b) 15  
(c) 45 (d) 60



9. Choose the correct date and year on which payment of wages act was passed?  
(a) 23rd April, 1936 (b) 28th March, 1937  
(c) 25th April, 1937 (d) 27th April, 1936
10. What is the maximum wage period for the payment of wages?  
(a) 1 month (b) 40 days  
(c) 45 days (d) 60 days
11. Under the Payment of Wages Act, 1936 the maximum limit on deductions should not ordinarily cross  
(a) 50 percent generally and 65 percent in case of payments due to the cooperatives  
(b) 60 percent generally and 75 percent in case of payments due to the cooperatives  
(c) 50 percent generally and 75 percent in case of payments due to the cooperatives  
(d) 40 percent generally and 75 percent in case of payments due to the cooperatives
12. Under which labour legislation in India the provision of check-off has been accepted?  
(a) Industrial Disputes Act, 1947  
(b) Trade Unions Act, 1926  
(c) Payment of Wages Act, 1936  
(d) Industrial Employment Act
13. \_\_\_\_\_ have been set up under the provisions of Industrial Dispute Act, 1947 for adjudication of industrial disputes in an organization.  
(a) Lok-Adalat (b) Industrial Tribunal  
(c) Labour Court (d) Committee

14. Welfare officers are to be appointed if Organization is engaging \_\_\_\_\_ or more employees
- (a) 500                      (b) 250
- (c) 600                      (d) 750
15. Statutory Minimum wage is fixed under
- (a) Payment of Wages Act, 1936
- (b) Workmen's Compensation Act, 1923
- (c) Equal Remuneration Act, 1976
- (d) Minimum Wages Act, 1948
16. Which of the following is not a method for fixing Minimum Wages under the Minimum Wages Act?
- (a) Notification Method
- (b) Committee Method
- (c) Bargaining Method
- (d) Nominee method
17. Who among the following can be appointed as the chairman of the Central Advisory Board constituted by the central Government under the Minimum Wages Act 1948?
- (a) One of the independent member of the board
- (b) One of the employers representatives of the board
- (c) One of the employees representative of the board
- (d) A functionary of the central government nominated by the government

18. \_\_\_\_\_ appoints inspector for the purpose of administration of the minimum wages act, 1948.
- (a) Central government
  - (b) State government
  - (c) Local administrator
  - (d) Appropriate government
19. Who advises the Appropriate Government generally in the matter of fixing and revising minimum rates of wages?
- (a) High Court            (b) Local Authority
  - (c) Advisory Board    (d) President
20. How many independent persons are to be appointed in the Central Advisory Board under the Minimum Wages Act 1948?
- (a) Maximum 1/3rd of the total number of members
  - (b) Minimum 1/3rd of the total number of members
  - (c) Maximum ½ of the total number of the members
  - (d) Minimum 70% of the total number of members
21. Under the Minimum Wages Act, 1948, each of the committee, sub-committees, and the advisory Board shall consist of persons to be nominated by the \_\_\_\_\_ Government representing employers and employees in the scheduled employments.
- (a) Central government
  - (b) State government
  - (c) Local administrator
  - (d) Appropriate government

22. Who can be appointed as a hearing and deciding authority under the Minimum Wages Act, 1948?
- (a) Commissioner for Workmens Compensation
  - (b) Judge of a civil court
  - (c) Labour Commissioner
  - (d) Any of the above
23. The hearing and deciding authority appointed under the Minimum Wages Act, 1948 has the power of a \_\_\_\_\_.
- (a) Civil Court                      (b) Criminal Court
  - (c) High Court                      (d) Supreme Court
24. Industrial employment standing orders act is applicable in every industrial establishment where \_\_\_\_\_ workmen are employed.
- (a) 200                                  (b) 150
  - (c) 100                                  (d) 50
25. What is the time frame in which the employer shall submit copies of the draft standing orders proposed by him adoption in his industrial establishment?
- (a) 1 month from the date on which standing orders act becomes applicable
  - (b) 12 months from the date on which standing orders act becomes applicable
  - (c) 18 months from the date on which standing orders act becomes applicable
  - (d) 6 months from the date on which standing orders act becomes applicable

26. In case of a dispute regarding the suspense allowances, to whom does the employer or the workman refer?
- (a) Adjudicator            (b) Court of enquiry
- (c) Conciliation            (d) Labour Court
27. Before the industrial disputes act was implemented in the year 1947, which act took care of the industrial disputes?
- (a) Trade Disputes Act, 1929
- (b) Labour Management Relations Act, 1947
- (c) Royal Commission on Labour, 1934
- (d) None of the above
28. Power has been given to \_\_\_\_\_ to require Works Committee to be constituted in every industrial establishment employing 100 workmen or more.
- (a) Appropriate Government
- (b) High Court
- (c) State Government
- (d) Board of Conciliation
29. How many members does a conciliation board consist of as per the appropriate government?
- (a) Chairman and 2 or 4 other members
- (b) Chairman and 1 more member
- (c) Chairman and 5 or 6 other members
- (d) Chairman and 10 other members

30. Which Act requires employers in industrial establishments to define the conditions of employment?
- (a) The Factories Act, 1948
  - (b) The Industrial Disputes Act, 1947
  - (c) The Industrial Employment (standing orders) Act, 1946
  - (d) The Trade Union Act, 1926
31. The Trade Unions Act came into operation from \_\_\_\_\_
- (a) 1st June, 1927
  - (b) 1st May, 1926
  - (c) 1st June, 1926
  - (d) 1st April 1926
32. How many members consent is required to change the name of the registered trade union?
- (a) 1/4<sup>th</sup> of the total members
  - (b) Half of the total members
  - (c) 3/4<sup>th</sup> of the total members
  - (d) 3/3<sup>rd</sup> of the total member
33. How many members should sign the notice of dissolution?
- (a) 5 members and the secretary of the trade union
  - (b) 10 members and the secretary of the trade union
  - (c) 20 members and the secretary of the trade union
  - (d) 7 members and the secretary of the trade union

**Part B**

(7 × 6 = 42)

Answer **all** questions by choosing either (a) or (b).

34. (a) What is the main purpose of payment of bonus act? How is the minimum and maximum bonus fixed?

Or

- (b) Who are eligible to claim bonus under payment of bonus act explain? On what grounds employee will be disqualified from getting bonus.

35. (a) What is the difference between set off and set on allocable bonus?

Or

- (b) Give a brief note on presumption about accuracy of balance sheet and profit and loss account of companies.

36. (a) What is Gratuity Act? How does it work? How do you calculate Gratuity?

Or

- (b) Discuss the objectives of Payment of Wages Act 1936?

37. (a) What is the procedure for revising and fixing minimum wage?

Or

- (b) How is an inspector appointed? What are his rights?

38. (a) What is the main purpose of minimum wages act?  
Who are covered under minimum wages act?

Or

- (b) Give a brief note on central advisory board and appointment of chairman under minimum wages act.

39. (a) What are the different penalties for offences under minimum wages act 1936?

Or

- (b) What is the objective of the Industrial Employment Standing Order Act 1946? What are its features?

40. (a) How do you carryout modifications under Industrial Employment Act?

Or

- (b) What are the objectives Trade Union Act? What is the importance of Trade Union Act?

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**N-0200**

**Sub. Code**

**205444A3/  
205845**

**M.B.A.(G)/(HRM) DEGREE EXAMINATION,  
MAY 2022 AND DECEMBER 2022**

**ONLINE PROGRAMME EXAMINATIONS**

**Fourth Semester – Second Year**

**ORGANIZATIONAL DEVELOPMENT**

**(Common for M.B.A. (G)/HRM)**

**(CBCS – 2020 onwards)**

Time : 2 Hours

Maximum : 75 Marks

**Part A**

**(33 × 1 = 33)**

Answer **all** questions.

1. The process of managing organizational change can be done with the aid of
  - (a) Lewin's Change Management Model
  - (b) The McKinsey 7-S model.
  - (c) Kübler-Ross' change curve
  - (d) All of above
  
2. A scientific approach to study and then solving organizational issues experienced by an organization is called
  - (a) Action research      (b) Applied research
  - (c) Pure research      (d) None of the above

3. Environmental factors, new senior staff and union pressure can all be examples of what?
  - (a) Force-field analysis
  - (b) Triggers for change
  - (c) Naïve approaches to change
  - (d) The organization as an iceberg
  
4. At the heart of OD lies, \_with an intact work team.
  - (a) Team building and intervention
  - (b) Action Research
  - (c) Behavioral analysis
  - (d) None of the above
  
5. Redesigning the company's span of control or decision-making procedures is a part of
  - (a) Structural Change
  - (b) Cultural Change
  - (c) Organizational development interventions
  - (d) Technological Change
  
6. The following deals with the development of individuals in an organization:
  - (a) Coaching and counseling
  - (b) Gestalt OD
  - (c) Partnering
  - (d) Survey feedback

7. The following targets intergroup relations in OD
  - (a) Parallel learning structures
  - (b) Grid OD phase 5
  - (c) Grid OD phase 4
  - (d) Grid OD phase 3
8. Sensitivity Training is an Intervention designed to improve the effectiveness of
  - (a) Individuals
  - (b) Dyads and Triads
  - (c) Teams
  - (d) Groups
9. Following is not a feature of a T-group
  - (a) Learning laboratory
  - (b) TQM
  - (c) Learning how to learn
  - (d) Here and now emphasis
10. RAT stands for:
  - (a) Role Adequacy Technique
  - (b) Role Appreciation Technique
  - (c) Role Appraisal Technique
  - (d) Role Analysis Technique
11. Which of the following statements is true with respect to training and development?
  - (a) Training is the process of developing the ability to perform both present and future jobs
  - (b) Development is the process of developing the necessary skills to perform the present job.
  - (c) Training is used to develop technical skills of non-managers
  - (d) Development is used to develop technical skills of non-managers

12. Any two reasons for organization level resistance to change are:
- (a) Existence of developed systems and ideas
  - (b) Emotional factors and habits
  - (c) Quality Circle and team building
  - (d) Downsizing and salary increase
13. The role being defined in the RAT is called the \_\_\_\_\_
- (a) Center Point
  - (b) Role Definition
  - (c) Focal Role
  - (d) Problem Area
14. As a result of recent studies in OD, number of views are now being developed, and one of the most important concept on which the OD is constructed is that of:
- (a) A normative value for culture and change
  - (b) Individual leadership
  - (c) Workplace behaviour
  - (d) Organizational satisfaction
15. Organizational Development interventions to reduce group conflicts are critical because
- (a) It has impact on team functioning
  - (b) It has impact on organizational functioning
  - (c) It has impact on satisfaction levels of the individuals working in the organization
  - (d) All of the above

16. A scientific management approach to study and then solving organizational issues experienced by an organization is called
- (a) Taylorism
  - (b) Innovation
  - (c) Research
  - (d) None of above
17. Team building activities work to improve
- (a) Workplace Performance
  - (b) Unity
  - (c) Understand each other
  - (d) All the above
18. Theory intervention mechanism consists of
- (a) Activities to study the behavioral science knowledge and theory are put to use to explain the present behavior and assumptions underlying behavior
  - (b) Activities which help to improve the overall quality of product.
  - (c) Studying theory to develop knowledge and behaviour.
  - (d) All the above
19. Quality Circle is basically an idea based on:
- (a) American Synthesis on Japanese Idea
  - (b) Japanese Synthesis of American Idea
  - (c) German Synthesis on Japanese Idea
  - (d) American Synthesis on German Idea

20. OD fundamentally believes that, \_\_\_\_\_ are the building blocks of the organization.
- (a) Employees
  - (b) Work teams
  - (c) Managers
  - (d) None of the above
21. Survey feedback is an intervention designed to improve the effectiveness of \_\_\_\_\_
- (a) Total Organization
  - (b) Teams
  - (c) Departments
  - (d) Strategic business units
22. OD can also be called as a process
- (a) For performance appraisal
  - (b) For change of people
  - (c) For teaching people how to solve the problem
  - (d) All of the above
23. Hackman theories in OD are related to
- (a) Goal-setting
  - (b) Job enrichment
  - (c) Equity
  - (d) Training

24. Organizational renewal often starts with:
- (a) Strategic change.
  - (b) Improved technology
  - (c) Intense competition
  - (d) Company's culture
25. Organization deals with \_\_\_\_\_ and \_\_\_\_\_ problems
- (a) Work System and Customer
  - (b) People and Customer
  - (c) People and Work System
  - (d) People and strategic
26. One of the major limitations of the internal consultant is
- (a) Their lack of understanding of the organization
  - (b) Their access to information
  - (c) Their potential loss of objectivity
  - (d) Their lack of training
27. The consultant-centered OD practitioner may have to
- (a) Takes on a modified role of "expert"
  - (b) Always adopt the role of the "expert"
  - (c) Never adopt the role of the "expert"
  - (d) All of the above

28. Prime responsibilities of OD consultant were identified and conceptualized by
- (a) Argyris
  - (b) Homi J. Bhabha
  - (c) Newton
  - (d) None of the above
29. Which of the following is not an organizational development intervention programme?
- (a) Team-building
  - (b) Survey feedback
  - (c) Leadership development
  - (d) Managerial grid
30. People in the organisation should be treated as
- (a) Important resource
  - (b) Natural resource
  - (c) Working capital
  - (d) Employees
31. The organizational diagnosis means:
- (a) To identify strengths, weaknesses problem areas
  - (b) To find out discrepancies, between vision and desired future and current situations
  - (c) Both (a) and (b)
  - (d) None of the above



32. Which of the following methods is adopted when there is a high uncertainty in the external environment?
- (a) Contingency approach
  - (b) System design approach
  - (c) Data-driven approach
  - (d) Cyclic approach
33. The degree to which a manager feels that his or her job is “meaningful” because of the way in which the job affects other people is known as
- (a) Skill variety
  - (b) Feedback
  - (c) Autonomy
  - (d) Task significance

**Part B**

(7 × 6 = 42)

Answer **all** questions choosing either (a) or (b).

34. (a) How can you classify OD interventions?

Or

- (b) “ODIs are the action component of any OD programme”. Elaborate. What results can one expect from these interventions?

35. (a) Elaborate the various techniques and exercises used in team building.

Or

- (b) Explain in detail the third-party peacemaking interventions.

36. (a) Discuss four varieties of action research and their significance in OD process.

Or

(b) Define action research as a process. What are the various steps involved in it?

37. (a) Discuss various strategies for team building for organizational changes.

Or

(b) Explain briefly the seven phases of OD programs?

38. (a) Evaluate process consultation. When should it be used and how it is applied to organisation development.

Or

(b) Explain the techniques of comprehensive and structural interventions.

39. (a) What is role of external consultant in team building? How can he help in overcoming resistance by middle managers in this approach?

Or

(b) What are the implications of OD for the client system?

40. (a) Discuss alternative approaches to create cultural change.

Or

(b) Explain the Quality of Work Life programs included in organizational restructuring.

**N-0218**

**Sub. Code**

**205842**

**M.B.A. (HRM) DEGREE EXAMINATION,  
MAY 2022 AND DECEMBER 2022**

**ONLINE PROGRAMME EXAMINATIONS**

**Second Year – Fourth Semester**

**Human Resource Management**

**GLOBAL HUMAN RESOURCE MANAGEMENT**

**(CBCS – 2020 onwards)**

Time : 2 Hours

Maximum : 75 Marks

**Part A**

(33 × 1 = 33)

Answer **all** questions.

1. \_\_\_\_\_ approach of man power planning – ‘incorporates forecasting and scenario planning.’  
(a) Modeling                      (b) Manpower analytics  
(c) Segmentation                (d) Ethnocentric
2. The scope of international human resource management (IHRM) includes  
(a) Compensation                (b) Staff development  
(c) Staff recruitment            (d) All of the above
3. When an employee, “Leave without tendering resignation or following due process” it is referred as,  
(a) Resignation                    (b) Absconding  
(c) Memo                            (d) Termination

4. When the firms adopt a strategy of limiting recruitment to the nationalities of the host country where the branch is located, it is called?
  - (a) Polycentric approach
  - (b) Geocentric approach
  - (c) Ethnocentric approach
  - (d) Regiono- centric Approach
5. The country where the headquarters of a multinational company is located is known as
  - (a) Home
  - (b) Host
  - (c) Third country nations
  - (d) None of the above
6. Global assignments in which employees are sent to understand global operations and are required to have intercultural understanding are called
  - (a) Strategic assignments
  - (b) Development assignments
  - (c) Non development assignments
  - (d) Managerial assignments
7. What does a job specification include in the selection process of global HR?
  - (a) Personal characteristics
  - (b) Physical characteristics
  - (c) Psychological characteristics
  - (d) All of the above

8. One of the challenges in global placements using \_\_\_\_\_ practices of recruitment places stress on transferring parent company/country personnel or other suitable expatriates for positions in subsidiaries.
- (a) Polycentric approach
  - (b) Geocentric approach
  - (c) Ethnocentric approach
  - (d) Regiono-centric Approach
9. There are \_\_\_\_\_ stages in integration.
- (a) Two                      (b) Three
  - (c) Four                     (d) Five
10. \_\_\_\_\_ two-factor theory concludes that there are certain factors in the workplace which lead to dissatisfaction in their absence.
- (a) Abraham Maslow
  - (b) Frederick Herzberg
  - (c) Alderfer
  - (d) McClelland
11. \_\_\_\_\_ of cultural diversity is about dealing with day-to-day management of cultural issues paying attention to small details of events or situations.
- (a) Macro management
  - (b) Integral Management
  - (c) Micro management
  - (d) External management

12. \_\_\_\_\_ culture designs nature of flow of authority/ responsibility.
- (a) Structural                      (b) Work  
(c) Product                          (d) Market
13. In compensation process, \_\_\_\_\_ is a plan, where “a standard is developed that identifies the expected number of hours to produce something, and any savings between this standard and actual production are shared between the company and the workers.”
- (a) Scanlon                          (b) Rucker  
(c) Improshare                      (d) Bonus
14. \_\_\_\_\_ refers to monetary benefits offered and provided to employees in return of the services they provide to the organization.
- (a) Direct Compensation  
(b) Indirect Compensation  
(c) Performance compensation  
(d) None of the above
15. High labour costs in an overseas operation can require a focus on efficiency and on HRM practices aimed at improving
- (a) Employee performance  
(b) Employee turnover  
(c) Selection processes  
(d) Absenteeism rates

16. A \_\_\_\_\_ is an agreement between a company and an employee (usually upper executive) specifying that the employee will receive certain significant benefits if employment is terminated.
- (a) Golden handshake
  - (b) Golden handcuff
  - (c) Retirement plan
  - (d) Golden parachute
17. IBRD stands for \_\_\_\_\_
- (a) International Bank for Reconstruction and Development
  - (b) International Bank for Rural development
  - (c) International Bureau for regulations and development
  - (d) Indian Bank for Reconstruction and Development
18. \_\_\_\_\_ is defined as the migration of health personnel in search of the better standard of living and quality of life, higher salaries.
- (a) Brain bank
  - (b) Brain storm
  - (c) Brain drain
  - (d) Global HR
19. \_\_\_\_\_ focuses practicing again and again a particular task and in the process enhancing the learners' grip over the task modules, techniques and tactical strategies.
- (a) Education
  - (b) Coaching
  - (c) Development
  - (d) Training

20. In \_\_\_\_\_ training a worker is prepared not for a single job but for a number of related jobs depending upon the individual's ability and nature of the different jobs.
- (a) On-the job            (b) Off-the job
- (c) Vestibule            (d) Crafts
21. Which objectives relate to job methods, job relations, job safety, etc. and are also, met with standard training course?
- (a) Instructional            (b) Operational
- (c) Performance            (d) Reaction
22. In the context of human resources, \_\_\_\_\_ is the process of new members adhering to the culture of the organization, because each organization is having some culture.
- (a) Culture shock
- (b) Culture diversity
- (c) Cultural assimilation
- (d) Cultural identification
23. \_\_\_\_\_ learners prefer to manipulate objects, do physical experiments, and learn by trying.
- (a) Sensory            (b) Intuitive
- (c) Reflective            (d) Active



24. The People Capability Maturity Model (People CMM) is a framework that helps organizations successfully address their critical people issues and has \_\_\_\_\_ levels/stages.
- (a) Three                      (b) Four  
(c) Five                        (d) Six
25. In \_\_\_\_\_ approach the organization is perceived as being made up of powerful and divergent sub-groups, each with its own legitimate loyalties and with their own set of objectives and leaders.
- (a) Unitarianism            (b) Pluralist  
(c) Radical                    (d) Paternalistic
26. ILO means \_\_\_\_\_
- (a) International Labour Organization  
(b) Indian Labour Organization  
(c) Integrated Labour Organization  
(d) Inclusive Labour Organization
27. The Japan Confederation of Labour commonly known as \_\_\_\_\_
- (a) Sohyo                      (b) Domei  
(c) Churitsu Roren        (d) Shinsanbetsu
28. In European Union, \_\_\_\_\_ is a federal state divided into three main semiautonomous regions.
- (a) UK                         (b) Austria  
(c) Finland                  (d) Belgium

29. When the firms choose a strategy of recruiting the most suitable persons for the positions available in the firm, irrespective of their nationalities, it is called
- (a) Polycentric approach
  - (b) Geocentric approach
  - (c) Ethnocentric approach
  - (d) Regiono- centric Approach
30. Which among the following is an external source of recruitment?
- (a) Promotion                      (b) Employee referrals
  - (c) Advertisement                (d) Former employees
31. From the following, \_\_\_\_\_ is suitable training method for executives or managers.
- (a) In basket training
  - (b) Job instruction training
  - (c) Apprenticeship
  - (d) Vestibule
32. ERG theory (existence, relatedness and growth) was created by \_\_\_\_\_
- (a) Abraham Maslow
  - (b) Frederick Herzberg
  - (c) Alderfer
  - (d) McClelland

33. The important components in fixed pay are basic pay, HRA and DA. Here, DA is
- (a) Domestic allowance
  - (b) Designation allowance
  - (c) Demographic allowance
  - (d) Dearness allowance

**Part B**

(7 × 6 = 42)

Answer **all** questions, choosing either (a) or (b).

34. (a) Explain the scope of IHRM.

Or

- (b) State the challenges of globalizing HR.

35. (a) Mention the importance of global HR recruitment.

Or

- (b) Discuss the challenges of global placements.

36. (a) Explain about global HR integration process.

Or

- (b) Mention the importance of organizational culture of MNC's.

37. (a) Discuss indirect compensation process of global HR.

Or

- (b) Mention the causes and consequences of international compensation.

38. (a) Discuss about IBRD.

Or

(b) Explain the various objectives of international compensation.

39. (a) Explain about cultural assimilations.

Or

(b) What are the key issues in international relations? Explain.

40. (a) Explain the relationship between employer and employee.

Or

(b) State the role of strategic management of international labour relations.

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**N-0219**

**Sub. Code**

**205843**

**M.B.A.(HRM) DEGREE EXAMINATION,  
MAY 2022 AND DECEMBER 2022**

**ONLINE PROGRAMME EXAMINATIONS**

**Second Year — Fourth Semester**

**Human Resource Management**

**EMOTIONAL COMPETENCE**

**(CBCS – 2020 onwards)**

Time : 2 Hours

Maximum : 75 Marks

**Part A**

(33 × 1 = 33)

Answer **all** questions.

1. The \_\_\_\_\_ theory is one of the best-known examples of a physiological theory of emotion.
  - (a) Evolutionary
  - (b) James-Lange
  - (c) Cannon-Bard
  - (d) Schachter-Singer
  
2. Emotional intelligence as told by Daniel Goleman has \_\_\_\_\_ main elements.
  - (a) Three
  - (b) Four
  - (c) Five
  - (d) Six

3. \_\_\_\_\_ in 1998 defines emotional competence as a learned capability based on emotional intelligence that results in outstanding performance at work.
- (a) Goleman
  - (b) Boyatzis
  - (c) Richard Lazarus
  - (d) Robert Plutchik
4. People with \_\_\_\_\_ qualities, 'Inspire others' and 'Articulate and arouse enthusiasm for a shared vision and mission'.
- (a) Flexibility
  - (b) High self awareness
  - (c) Change catalyst
  - (d) Leadership
5. \_\_\_\_\_ is a phenomenon of mind, where the mind acquires knowledge without a use of reason.
- (a) Sensing
  - (b) Intuition
  - (c) Sadness
  - (d) Vision
6. One particular set of approaches that has been used more frequently by therapists in managing negative emotions is described in a research by Ceri Sims, recognized by the acronym: TEARS of HOPE. Here, TEARS is
- (a) Teach, Express, Accept, Re-appraise, Social support
  - (b) Try, Evolve, Analyse, Reject, Social support
  - (c) Train, Evaluate, Appreciate, Repeat, Social support
  - (d) Text, Express, Accept, Repeat, Succeed

7. \_\_\_\_\_ is a common and expensive, where one has to appear as the “correct”, values competition more than cooperation and selfish.
- (a) Power hungry
  - (b) Self awareness
  - (c) Unrealistic goals
  - (d) Blind ambition
8. \_\_\_\_\_, the guru of emotional intelligence, identified self-awareness as being made up of emotional awareness, accurate self-assessment, and self-confidence.
- (a) Dr. Gerd Gigerenzer
  - (b) Bruce Kananoff
  - (c) Daniel Goleman
  - (d) Richard Lazarus
9. According to author Stephanie Jade Wong \_\_\_\_\_ do not determine one’s self-worth.
- (a) Profession/job
  - (b) Social media following
  - (c) Grades/marks
  - (d) All of these
10. The structures that play a key role in emotional emergencies are the \_\_\_\_\_.
- (a) Amygdala
  - (b) Medulla
  - (c) Hypothalamus
  - (d) Tectum

11. \_\_\_\_\_ is a great way to showcase the strengths, opportunities and potential challenges — for the team.
- (a) SMART goals
  - (b) Mission
  - (c) Team wheel
  - (d) Ansoff matrix
12. The stress created by desirable and successful events is called \_\_\_\_\_.
- (a) Eustress
  - (b) Distress
  - (c) Stressors
  - (d) Phobia
13. \_\_\_\_\_ refers to happening or done in a natural, often sudden way, without any planning or without being forced.
- (a) Dexterity
  - (b) Desirability
  - (c) Spontaneity
  - (d) Practice
14. The feature of people who could be said untrustworthy are those who:
- (a) Take responsibility of their own mistakes
  - (b) They act morally and are indifferent to blame
  - (c) They reliably confront unethical actions of others
  - (d) Consistently bailing on plans at the last minute
15. \_\_\_\_\_ refers to a person who tends to be hopeful and confident about the future or the success of something.
- (a) Optimist
  - (b) Pessimist
  - (c) Persistence
  - (d) Power



16. Which among the following is NOT a component of Robert Sternberg Theory of Triangular Love?
- (a) Intimacy
  - (b) Age
  - (c) Passion
  - (d) Decision/commitment
17. The physical reaction to someone's suffering and it is based on the mirror neuron working phenomenon is referred as \_\_\_\_\_.
- (a) Affective empathy
  - (b) Cognitive empathy
  - (c) Somatic Empathy
  - (d) Development empathy
18. Concerned with the identification of social goals and tasks the \_\_\_\_\_ approach is context-specific and concerned with the identification of social goals and tasks.
- (a) Peer regard/status
  - (b) Social skill
  - (c) Relationship
  - (d) Functional
19. \_\_\_\_\_ is usually a statement which consists of qualification, characteristics, traits etc., for an employee to possess to perform his duties.
- (a) Job description
  - (b) Job specification
  - (c) Job title
  - (d) Job enrichment

20. According to \_\_\_\_\_ 'Performance appraisal is the systematic, periodic and an impartial rating of an employee's excellence in matters pertaining to his present job and his potential for a better job.'
- (a) Flippo
  - (b) Wendell French
  - (c) Dale Voder
  - (d) C.D. Fisher
21. \_\_\_\_\_ means taking no account of other people's wishes or opinions, domineering.
- (a) Democratic
  - (b) Bureaucratic
  - (c) Autocratic
  - (d) Charismatic
22. According to \_\_\_\_\_ approach, leaders are born, not made.
- (a) Behavioral
  - (b) Functional
  - (c) Traits
  - (d) Group
23. The groups can be classified on the basis of the structure of the organization as
- (a) Primary and Secondary group
  - (b) Formal and informal group
  - (c) Membership and reference group
  - (d) Open and closed group

24. "Group is fully functional, Structure and roles are set and accepted, Some groups attain a level of effectiveness that remains more or less constant; others continue to change". These are the characteristics of \_\_\_\_\_ stage in group development.
- (a) Forming
  - (b) Norming
  - (c) Performing
  - (d) Storming
25. Which among the following is NOT a proposed ability from Emotional intelligence definition?
- (a) Perceiving
  - (b) Understanding
  - (c) Managing emotions
  - (d) Communication
26. \_\_\_\_\_ model suggests that information from the perceived understanding of emotions and managing emotions is used to facilitate thinking and guide our decision making.
- (a) Mayer, Salovey and Caruso's EI Ability
  - (b) Bar-On's EI Competencies
  - (c) Goleman's EI Performance
  - (d) Employee empathy
27. Howard Gardner initially formulated a list of \_\_\_\_\_ intelligences.
- (a) Four
  - (b) Five
  - (c) Six
  - (d) Seven

28. \_\_\_\_\_ refers to a person with a high level of knowledge or skill, especially someone who is less able in other ways.
- (a) Savants
  - (b) Idiotic
  - (c) Intellect
  - (d) Wise
29. Environmental events or conditions that have the potential to induce stress are known as \_\_\_\_\_.
- (a) Disorder
  - (b) Distress
  - (c) Stressors
  - (d) Phobia
30. \_\_\_\_\_ is taking responsibility for personal performance.
- (a) Conscientiousness
  - (b) Innovativeness
  - (c) Trustworthiness
  - (d) Optimism
31. Who is the pioneer of Cognitive Appraisal Theory?
- (a) Goleman
  - (b) Boyatzis
  - (c) Richard Lazarus
  - (d) Robert Plutchik
32. \_\_\_\_\_ Competency is commitment and perseverance in quest for learning goals.
- (a) Cognitive
  - (b) Social
  - (c) Meta-cognitive
  - (d) Motivational

33. In order to increase the sphere of jobs through extending the ranging of its entire duties and responsibilities usually within the same level and periphery, \_\_\_\_\_ plays a vital role.
- (a) Job description
  - (b) Job specification
  - (c) Job enrichment
  - (d) Job enlargement

**Part B**

(7 × 6 = 42)

Answer **all** questions choosing either (a) or (b).

34. (a) Explain the significance of emotional competence.

Or

- (b) Mention the various types of emotional competencies and explain.

35. (a) Explain the various sources of gut feeling.

Or

- (b) How to identify one's abilities?

36. (a) Explain about personal competence.

Or

- (b) Explain various leadership straits.

37. (a) State various factors relating with trustworthiness.

Or

- (b) Discuss about initiative optimism.

38. (a) Mention the factors related with developing others.

Or

(b) Discuss about conflict management.

39. (a) Mention various types of leadership.

Or

(b) Discuss the objectives of group.

40. (a) Explain about motivational theories.

Or

(b) Explain about multiple intelligences.

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