

N-0085

Sub. Code

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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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**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's belief
 - (b) social norms that influence a person's 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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**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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**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/
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**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 31st 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 st 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/
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**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.

N-0091

Sub. Code

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**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.

N-0092

Sub. Code

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**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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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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Sub. Code

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**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.

N-0153

Sub. Code

205431/

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

ONLINE PROGRAMME EXAMINATIONS

Second Year — Third Semester

Tourism

TOURISM AND ACCOMMODATION

(CBCS – 2020 onwards)

Time : 2 Hours

Maximum : 75 Marks

Part A

(33 × 1 = 33)

Answer **all** questions.

1. Internal tourism includes
 - (a) Domestic and Inbound tourism
 - (b) Inbound tourism
 - (c) Domestic tourism
 - (d) Outbound tourism

2. National tourism includes
 - (a) Domestic tourism
 - (b) Outbound tourism
 - (c) Domestic and Outbound tourism
 - (d) None of these

3. Visitors spending at least three hours away from home outside their usual environment for leisure but not staying away overnight is known as
 - (a) Leisure day visitor
 - (b) Twisty
 - (c) Same day visitor
 - (d) None of these

4. The process of grouping people within a market according to similar needs, characteristics, or behavior is known as
 - (a) Tourism marketing
 - (b) Segmentation
 - (c) Targeting
 - (d) None of these

5. When a visitor travels in his country of residence, he/she is a _____ visitor
 - (a) Domestic (b) International
 - (c) Inbound (d) Out bound

6. The Indian Government took its first tourist marketing initiative through the incredible India campaign in
 - (a) 2001 (b) 2000
 - (c) 1999 (d) 2002

7. A person who travels on foot is known as
 - (a) Pouching (b) Way Tarer
 - (c) Cosmopolitan (d) None of these

8. Illegal hunting of animals or land is under official protection, is known as
 - (a) Pouching (b) Cosmopolitans
 - (c) Way Tarer (d) None of these

9. The combination of geographic and demographic segmentation is known as
(a) Geodemographic (b) Psychographic
(c) Segmentation (d) None of these
10. The main aim of the tourism industry in India is
(a) To spread word of month and create repeat visitors
(b) To spread word of month
(c) Create repeat visitors
(d) None of these
11. BRIC includes Russia, India, China and
(a) Bharna (b) Brazil
(c) Bangladesh (d) Bhutan
12. Written or electronic mail sent to prospective customer is known as
(a) Direct mail (b) Indirect mail
(c) Personal Mail (d) None of these
13. The process of selling of a product through publicity is called
(a) Marketing (b) Segmentation
(c) Advertisement (d) Promotion
14. A tourism policy includes
(a) Rules
(b) Regulations
(c) Objectives and strategies
(d) All of the above

15. The national tourism policy was drafted in
(a) 1997 (b) 1998
(c) 2000 (d) 1996
16. The first tourism policy was implemented in
(a) 1980 (b) 1982
(c) 1981 (d) 1983
17. The Sargent committee was appointed in
(a) 1944 (b) 1950
(c) 1955 (d) 1956
18. WTTC was established in
(a) 1990 (b) 1980
(c) 1970 (d) 1960
19. A person who moves from one location to another is known as
(a) Tourist (b) Traveller
(c) Inbound tourist (d) Out bound tourist
20. The measurement of attributes through the use of questionnaires is known as
(a) Emotion (b) Perception
(c) Psychometrics (d) None of these
21. A person who is travelling a place for pleasure is known as
(a) Tourist
(b) Traveller
(c) Inbound tourist
(d) None of these

22. Net travel propensity measures —————
- (a) Total number of trips
 - (b) Total number of transist
 - (c) Total number of persons who take at least one trip
 - (d) None of these
23. Which travel propensity measures total number of trips
- (a) Gross travel propensity
 - (b) Travel measurement
 - (c) Net travel propensity
 - (d) None of these
24. The value statistics measures
- (a) Tourist expenditure
 - (b) Twists days
 - (c) Accommodation
 - (d) None of these
25. Which statistics measures tourism trips.
- (a) Value statistics
 - (b) Volume statistics
 - (c) Expenditure statistics
 - (d) None of these
26. Which demand refer to the demand for goods that are needed for final consumption?
- (a) Direct demand
 - (b) Derived Demand
 - (c) Indirect Demand
 - (d) None of these

27. Which demand is not derived or induced?
- (a) Indirect demand
 - (b) Perishable demand
 - (c) Direct demand
 - (d) Autonomous demand
28. When the demand for a product is tied to the purchase of scene parent product, it is known as
- (a) Induced demand
 - (b) Autonomous demand
 - (c) Actual demand
 - (d) Direct demand
29. Induced demand is also known as
- (a) Derived demand
 - (b) Autonumars demand
 - (c) Direct demand
 - (d) None of these
30. Which is the critical determinant of tourism demand?
- (a) Race of gender (b) Mobility
 - (c) Income (d) Education
31. A category of population who do not take part in travel is known as
- (a) Potential demand
 - (b) Suppressed demand
 - (c) Deferred demand
 - (d) No demand

32. Suppressed demand includes potential demand and _____ demand.
- (a) Deferred demand
 - (b) Direct demand
 - (c) Suppressed demand
 - (d) None of these
33. Which demand comprises of category of people who do not travel for same reason?
- (a) Suppressed demand
 - (b) No demand
 - (c) Effective demand
 - (d) Actual demand

Part B

(7 × 6 = 42)

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

34. (a) What are the various Forms of Tourism available?
- Or
- (b) Discuss the Importance of accommodation in tourism and its types.
35. (a) Explain in detail about the Elements of Tourism.
- Or
- (b) What is Star Classification of hotels and its criteria for classifications?
36. (a) What is Housekeeping? why it is important and the need for control?
- Or
- (b) What is various Concept, types and significance of supplemental accommodation facilities?

37. (a) How Housekeeping and Cleaning will make an impact on accommodation and tourism? Explain.

Or

(b) Define budget and explain budgetary control in House Keeping.

38. (a) Briefly discuss on the constrains of menu planning

Or

(b) How Restaurant Service will add value to tourism? Explain.

39. (a) Explain the calculation of food cost methods of food control.

Or

(b) What are the various types of Food and Beverage management in Hotel industry?

40. (a) Discuss about the need for Hygiene related needs in Hotel industry.

Or

(b) What are various Human Resources options available in hotels and Tourism?

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

ONLINE PROGRAMME EXAMINATIONS

Second Year – Third Semester

Tourism

TOUR OPERATORS AND TRAVEL AGENCIES

(CBCS – 2020 onwards)

Time : 2 Hours

Maximum : 75 Marks

Part A

(33 × 1 = 33)

Answer **all** questions.

1. A travel agency is also called as _____ of the tourist product.
 - (a) Retailer
 - (b) Manufacturer
 - (c) Distributor
 - (d) Wholesaler

2. _____ commonly known as handling agencies and their main function is to organise tour arrangements for incoming tourists on the behalf of the overseas operators.
 - (a) Inbound tour operator
 - (b) Ground tour operator
 - (c) Outbound tour operator
 - (d) Unbound tour operator

3. _____ operators as a legally appointed agent, representing the principal in a certain geographic area.
- (a) Tour Operator (b) Travel Agency
(c) Tour Broker (d) Ground Operator
4. _____ is a type of travel agent that deals with all kinds of services.
- (a) Full service agency (b) Travel Agent
(c) Tour Operator (d) Ground Operator
5. _____ is a type of travel agent that is located in the premises of corporate offices to make travel arrangements for employees.
- (a) Full service agency
(b) Wholesale travel agency
(c) Online Travel agency
(d) Implant Agency
6. The acronym CDMO stands for _____.
- (a) Company Destination Marketing Organisation
(b) Community Destination Marketing Organisation
(c) Customers Destination Marketing Organisation
(d) Competetor's Destination Marketing Organisation
7. _____ Tour Operators provide travel services within the tourist's native country.
- (a) Domestic (b) Inbound
(c) Outbound (d) Ground

8. Indian Company making tour arrangements in Singapore for a tourist group from India visiting Singapore is _____.
- (a) Domestic Tour Operator
 - (b) Ground Tour Operator
 - (c) Inbound Tour Operator
 - (d) Outbound Tour Operator
9. The acronym IATA stands for _____.
- (a) Indian Air Transport Association
 - (b) International Air Transport Association
 - (c) International Air Travel Agency
 - (d) Indian Association of Travel Agency
10. A _____ travel agency is owned by shareholders who are represented by a board of directors.
- (a) Proprietorship (b) Partnership
 - (c) Franchising (d) Corporate
11. When an employee is given a fully paid holiday it is called
- (a) Group tour (b) Independent tour
 - (c) Inclusive tour (d) Incentive tour
12. The year TAAI was established
- (a) 1952 (b) 1950
 - (c) 1951 (d) 1953
13. A person who settles down in another country and acquires its citizenship is called
- (a) Immigrant (b) Emigration
 - (c) Emigrant (d) Immigration

14. The first Metro Railway in India is at
(a) Delhi (b) Calcutta
(c) Bombay (d) Bangalore
15. The first train ran in India is from Bombay to
(a) Kurla (b) Thane
(c) Dadar (d) Vasai
16. The water transport used for tourism is called
(a) Yatch (b) Cruise
(c) Boat (d) None
17. Computerised Reservation System is also called
(a) GDS (b) GPS
(c) GRS (d) None
18. A passenger protects himself while travelling by buying
(a) Tickets (b) Insurance
(c) Credit card (d) Traveller cheque
19. Travel by land is called what transportation
(a) Land (b) Water
(c) Surface (d) None
20. The code a passenger gets when he books a ticket on an airline is called
(a) PRN (b) PNR
(c) NPR (d) FAM
21. A tourist who travels within the boundaries of his own country is called a _____ tourist.
(a) inbound (b) outbound
(c) domestic (d) none

22. A person travelling abroad should compulsorily need a
(a) Ticket (b) Insurance
(c) Visa (d) None
23. The place at the airport where travelers declare their items in baggage
(a) Immigration (b) Check-in
(c) Boarding (d) Customs
24. A document noting the passenger's name and address that is attached to luggage as means
(a) BSP (b) Baggage tag
(c) Baggage (d) Booking
25. _____ type of travel known as the people who travel for employment, colleges, schools, etc.
(a) Commercial travel (b) Leisure travel
(c) Institutional travel (d) Family travel
26. BSP stands for
(a) Billing and Settlement Plan
(b) Billing and System Plan
(c) Billing and System Procedure
(d) None of these
27. The ending point of the journey is known as
(a) Stop overs (b) Origin
(c) Destination (d) None of these
28. A single flight on which space is shared and sold by two or more airlines
(a) Code share (b) Cancellation
(c) Check-in (d) None of these

29. A description of a customer's travel plan means
(a) Brochure (b) Itinerary
(c) Tour Package (d) None of these
30. PNR means
(a) Passenger Name Report
(b) Passenger Name Record
(c) Personal Name Record
(d) Personal Name Report
31. The headquarters of UFTAA
(a) Japan (b) Madrid
(c) Korea (d) Bangkok
32. The headquarter of IATA
(a) Spain (b) Montreal
(c) Paris (d) Geneva
33. Palace on wheels and Royal Orient trains journey started at _____ place.
(a) Chennai (b) Delhi
(c) Mumbai (d) Kolkata

Part B (7 × 6 = 42)

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

34. (a) Describe the types of tour operators.

Or

- (b) Explain the operations of travel agents.

35. (a) What are the operational and technical constraints faced by rail transport system?

Or

(b) Explain the difference between FIT and GIT.

36. (a) What is tour programming? Explain its importance.

Or

(b) What are the new pricing strategies used in tour operation business? Explain them.

37. (a) Classify the public interfaces to the GDS.

Or

(b) What are package tours? Also explain how a wholesale travel agent generates profit.

38. (a) What are the different types of travel agents in India?

Or

(b) Define tour itinerary. Explain its types.

39. (a) What is IATO? Explain its objectives.

Or

(b) What is meant by variable cost of tour? Explain.

40. (a) Why does travel agent need technical skills?

Or

(b) Why is there a demand for international and national transport infrastructure?

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

ONLINE PROGRAMME EXAMINATIONS

Second Year – Third Semester

Tourism

QUALITY IN TOURISM

(CBCS – 2020 onwards)

Time : 2 Hours

Maximum : 75 Marks

Part A

(33 × 1 = 33)

Answer **all** questions.

1. Traditional culture of quality requirements focuses on
 - (a) Product oriented
 - (b) Process oriented
 - (c) Customer oriented
 - (d) Supplier oriented

2. American quality guru who took the message of quality to Japan
 - (a) Genichitaguchi
 - (b) Masaakiimai
 - (c) Shigeoshingo
 - (d) W. Edwardsdeming

3. In TQM, how many elements are there in Quality statements
 - (a) 1
 - (b) 2
 - (c) 3
 - (d) 4
4. Quality Trilogy is the contributions of
 - (a) Waltershehart
 - (b) Philipcrosby
 - (c) Joseph m juran
 - (d) W. Edwarddeming
5. Customer perception on quality contains
 - (a) Performance
 - (b) Features
 - (c) Service
 - (d) All the above
6. Dimensions of Service quality contains
 - (a) Tangibles
 - (b) Reliability
 - (c) Assurance
 - (d) All the above
7. What is the first step in problem solving process?
 - (a) Plan
 - (b) Do
 - (c) Check
 - (d) Action
8. ISO stands for
 - (a) Internal standards and operations
 - (b) International specifications organization
 - (c) International standards organization
 - (d) None of these are correct

9. ISO 9001 is not concerned with _____ of quality records.
- (a) Collection
 - (b) Maintenance
 - (c) Verification
 - (d) Dis-positioning
10. BIS is abbreviated as
- (a) Body of India standards
 - (b) Bureau of Indian standards
 - (c) Basic India standards
 - (d) None of the above
11. Fourteen points framework for quality and productivity improvement was suggested by _____
- (a) Crosby (b) Ishikawa
 - (c) Deming (d) Juran
12. Quality Circles members are _____
- (a) Paid according to their contribution to quality
 - (b) External consultants designed to provide training in the use of Quality tools
 - (c) Always machine operators
 - (d) None of the three
13. Kaizen is a Japanese term meaning _____
- (a) Continuous improvement
 - (b) Just-in-time (JIT)
 - (c) A fishbone diagram
 - (d) Setting standards

14. Which of the following is not a target of Total Quality Management?
- (a) Customer Satisfaction
 - (b) Reducing manpower
 - (c) Continuous Cost Reduction
 - (d) Continuous Operational Improvement
15. Machine wear and tear is ————— source of variation.
- (a) Random
 - (b) Natural
 - (c) Assignable
 - (d) Cannot be determined
16. The pillars of quality is (are)
- (a) Quality is free
 - (b) Doing it right the first time
 - (c) Zero defects
 - (d) (b) and (c)
17. Reworking ————— the cost of quality.
- (a) Decreases (b) Increases
 - (c) Neutralizes (d) None
18. A person who is travelling to a place for pleasure is known as
- (a) Tourist (b) Traveller
 - (c) Inbound tourist (d) None of these
19. Net travel propensity measures
- (a) Total number of trips
 - (b) Total number of transit
 - (c) Total number of persons who take at least one trip
 - (d) None of these

20. The value statistics measures
- (a) Tourist expenditure
 - (b) Twists days
 - (c) Accommodation
 - (d) None of these
21. Which is the world's top tourism destination according to international tourism receipts?
- (a) U.S
 - (b) Spain
 - (c) France
 - (d) China
22. The process of selling of a product through publicity is called
- (a) Marketing
 - (b) Segmentation
 - (c) Advertisement
 - (d) Promotion
23. A person who moves from one location to another is known as _____
- (a) Tourist
 - (b) Traveller
 - (c) Inbound tourist
 - (d) Out bound tourist
24. A person who is travelling to a place for worship is known as
- (a) Tourist
 - (b) Traveller
 - (c) Inbound tourist
 - (d) None of these
25. Which is the critical determinant of tourism demand?
- (a) Race of gender
 - (b) Mobility
 - (c) Income
 - (d) Education

26. A category of population who do not take part in travel is known as
- (a) Potential demand
 - (b) Suppressed demand
 - (c) Deferred demand
 - (d) No demand
27. A country is mainly benefited from tourism by the _____
- (a) Tourist expenditure
 - (b) Tourist travel
 - (c) Accommodation
 - (d) None of these
28. Which is the most important economic benefit of tourism?
- (a) Increase in employment
 - (b) Increase in production
 - (c) Foreign exchange
 - (d) None of these
29. Tourism demand measurement is referred as
- (a) Tourism statistics
 - (b) Tourism marketing
 - (c) Tourism segmentation
 - (d) None of these
30. Which is not considered in value statistics?
- (a) Payments to international airlines
 - (b) Payments to domestic airlines
 - (c) Payments to Accommodation
 - (d) None of these

37. (a) Define service, concept, classification of services.

Or

(b) Write about the role of customers in service process.

38. (a) Define Service quality, deterioration of quality in service quality management.

Or

(b) Define event operation. Explain about registration and seating arrangement.

39. (a) Explain sanitary and health requirements of the tourists.

Or

(b) Explain about travel assistance.

40. (a) Explain about tourist rights for consumer protection.

Or

(b) Describe the key elements of managerial skill in tourism and hospitality industry.
