

N-0508

Sub. Code

**205411/ 205511/
205611/ 205711/
205811**

M.B.A. DEGREE EXAMINATION, DECEMBER 2023

ONLINE PROGRAMME EXAMINATIONS

First Year — First Semester

Common For (MBA (G/FM/LM/T/HRM))

MANAGEMENT PRINCIPLES AND PRACTICES

(CBCS – 2020 onwards)

Time : 2 Hours

Maximum : 75 Marks

Part A

(33 × 1 = 33)

Answer **all** questions.

Choose the correct answer.

1. The external environment can be divided into two levels, namely, the “macro_environment” and the “task environment”. Which among the following is a macro-environment factor?
(a) Customers (b) Suppliers
(c) Competitors (d) Political
2. The _____ to management emphasises on the fact that management is a highly practice-oriented and action-packed discipline.
(a) Systems approach
(b) Classical approach
(c) Contingency approach
(d) None of the above

3. The actions of management should contribute to:
- (i) The achievement of purpose and mission of the institution.
 - (ii) Make the work productive and the worker achieving.
 - (iii) Effective management of social responsibilities.
- These three basic functions of management were pointed out by,
- (a) Fayol (b) Drucker
 - (c) Koontz (d) Urwick
4. Hawthorne experiment was conducted between 1924 to _____
- (a) 1926 (b) 1928
 - (c) 1932 (d) 1935
5. Management by objectives was first described and advocated by Peter Drucker in _____
- (a) 1954 (b) 1958
 - (c) 1960 (d) 1962
6. _____ plans are those that remain roughly the same for long periods of time and are used in organizational situations that occur repeatedly.
- (a) Sign-post (b) Standing
 - (c) Single use (d) Synergic

7. _____ is the simplest form of decision making, where the condition of certainty exists when there is no doubt about the factual basis of a particular decision and its outcome can be predicted accurately.
- (a) Decisions under risk
 - (b) Decisions under uncertainty
 - (c) Decisions under certainty
 - (d) unprogrammed decision
8. A _____ refers to a prescribed process in which a particular operation of a task is to be carried out. It specifies the most efficient way of performing different steps in a task.
- (a) method (b) Rule
 - (c) Project (d) Budget
9. The scientific management theory was propounded by _____
- (a) Zamnuto (b) F. W. Taylor
 - (c) Max weber (d) Chester Bernard
10. An _____ refers to the shared attitude and perceptions in an organization that are based on a set of fundamental norms and values and help members understand the organization.
- (a) Organizational climate
 - (b) Organizational goal
 - (c) Organizational culture
 - (d) Vision

11. An alternative to the functional structure is the divisional structure. There are basically _____ major forms of divisional structures that companies can choose from.
- (a) Two (b) Three
(c) Four (d) Five
12. Which theory says that it is not necessary that each and every individual should have the formal authority, meaning thereby that personal qualities or technical expertise of an individual also flow as an order wherever necessary?
- (a) Formal authority theory
(b) Acceptance authority theory
(c) Competence theory
(d) None of the above
13. 'Ink blot tests' are a kind of _____ tests used in selection process.
- (a) Personality (b) Intelligence
(c) Performance (d) Medical
14. We can identify _____ career stages that most people will go through during their adult years, regardless of the type of work they do.
- (a) Three (b) Four
(c) Five (d) Seven

15. In Herzberg's Two-Factor Theory, there are Hygiene and Motivational factors. From the following identify the hygiene factor?
- (a) Recognition (b) Achievement
(c) Responsibility (d) Job security
16. The porter lawler model is based on the _____ but it is more complex in a number of ways.
- (a) Maslow's theory (b) Vroom's model
(c) Herzberg's theory (d) Theory Z
17. The _____ leadership skill refers to the ability of a leader to use past experiences for understanding what specific actions should be taken to achieve the goals of the organization.
- (a) Transformational (b) Tactical
(c) Transactional (d) Autocratic
18. The path-goal theory of leadership, as proposed by
- (a) House and Mitchell
(b) Victor and Cullen
(c) Caroll
(d) Welles
19. The _____ state refers to the rational part of the human personality. Problem-solving and decision-making under this state are done on the basis of a careful assessment of factual data.
- (a) Child (b) Parent
(c) Adult (d) Little professor

20. Which among the following is NOT an essential for effective communication?
- (a) clarity of purpose (b) sincerity
(c) positive approach (d) Experience
21. 'Coordination is the process whereby an executive develops an orderly pattern of group efforts and secures unity of action in the pursuit of common purpose.' Who said this?
- (a) Me Farland (b) Bylinsky
(c) Henry Mintzberg (d) E. F. L. Brech
22. Mary Parker Follet has laid down the following _____ principles for effective coordination.
- (a) Three (b) Four
(c) Five (d) Six
23. _____ reflects an individual's understanding of the control they have over life's events.
- (a) Ego strength (b) Field dependence
(c) Locus of control (d) Values
24. The main role of the ethics committee in any organizations are;
- (a) Compliance
(b) Review and Discipline
(c) Conflict resolution
(d) All the above

25. The Human Resource Accounting technique by _____ helps in the calculation of human resources.
- (a) Likert (b) McGregor
(c) Sigmund Freud (d) Max weber
26. PERT stand for Program Evaluation and Review Technique. It was developed by
- (a) British Navy (b) Indian Navy
(c) German Navy (d) U.S. Navy
27. A scientific exercise of overhauling the process of doing business is called,
- (a) Six sigma
(b) business process reengineering (BPR)
(c) Quality circle
(d) TOM
28. In the late _____, Kaplan and Norton's identified the four steps as being part of the Balanced Scorecard design process.
- (a) 1980s (b) 1990s
(c) 2000s (d) 2010s
29. A _____ leader changes the situation for the better, develops followers into leaders and inspires people by providing an energizing vision and high ideal for moral and ethical conduct.
- (a) Transformational (b) Tactical
(c) Transactional (d) Autocratic

30. _____ is based on the assumption of some researchers that one of the most widely assumed sources of job dissatisfaction is the feeling of the employees that they are not being treated fairly by the management or the organizational system.
- (a) Expectancy theory
 - (b) Theory Z
 - (c) Equity theory
 - (d) Porter-Lawler
31. _____ can be defined as “the art of the general” and is basically a combination of the ends for which the firm is striving.
- (a) Mission
 - (b) Vision
 - (c) Goal
 - (d) Strategy
32. _____ cites personality requirements and lists qualifications both physical and mental, necessary to perform the job properly.
- (a) Job analysis
 - (b) Job description
 - (c) Job performance
 - (d) Job specification
33. The Gantt chart, was a chart on which the process of work could be recorded, which was a forerunner of today’s _____
- (a) PERT
 - (b) CPM
 - (c) Fishbone diagram
 - (d) Motion study

Part B

(7 × 6 = 42)

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

34. (a) Describe about the evolution of management thought.

Or

- (b) Give an account of Henry Fayol's 14 principles of management.

35. (a) What is Managing by objectives (MBO)? What are the steps involved in MBO?

Or

- (b) Explain the process of decision making.

36. (a) Discuss the various functions of management.

Or

- (b) Define the terms: Authority and Responsibility. What are the sources of authority?

37. (a) Explain any four methods of performance appraisal.

Or

- (b) Discuss McGregor Theory X and Y.

38. (a) Explain the Managerial Grid Theory of Leadership.

Or

- (b) What are the barriers of effective communication in the organisation?

39. (a) Mention the process and principles of co-ordination

Or

(b) Explain the role of organisational culture in ethics.

40. (a) State the steps involved in the quality control process with advantages and disadvantages.

Or

(b) Briefly explain the concept of Six sigma.

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M.B.A. DEGREE EXAMINATION, DECEMBER 2023

ONLINE PROGRAMME EXAMINATIONS

First Year — First Semester

ORGANISATIONAL BEHAVIOUR

Common for MBA (G)/ FM/ LM/ T/ HRM

(CBCS – 2020 onwards)

Time : 2 Hours

Maximum : 75 Marks

Part A

(33 × 1 = 33)

Answer **all** questions.

Choose the correct answer.

1. The scientific management school's primarily attributed to the ideas and works of
 - (a) F.W.Taylor
 - (b) Henri Fayol
 - (c) Peter Drucker
 - (d) Goleman
2. From the following management roles developed by Henry Mintzberg, in relevance to organizational behavior, identify the decisional role:
 - (a) Figurehead role
 - (b) Liaison role
 - (c) Resource allocator
 - (d) Spokesman role

3. _____ personalities are generally shy in nature and they prefer to be alone.
- (a) Extrovert
 - (b) Bureaucratic
 - (c) Machiavellianism
 - (d) Introvert
4. The _____ component of attitude is a function of how we feel about something.
- (a) Cognitive (b) Evaluative
 - (c) Behavioural (d) Action
5. Who identified the following characteristics of emotional intelligence: self-awareness, managing emotions, motivating oneself and handling relations?
- (a) Peter salovey (b) Sternberg
 - (c) Goleman (d) Stephon Goleman
6. On account of the complex character of attention, psychologists defined attention in a number of ways, "Attention is a process of getting an object of thought clearly before the mind" —this definition is given by,
- (a) EB Titchener (b) McDougall
 - (c) J S Ross (d) I W Stout

7. Which among the following factor does NOT affect decision making?
- (a) Information inputs
 - (b) Employee experience
 - (c) Attitudes about risk and uncertainty
 - (d) Prejudice
8. The stress created by desirable and successful events is called _____.
- (a) Distress (b) Phobia
 - (c) Anxiety (d) Eustress
9. Groups often develop because the individual members have one or more common characteristics. These formations are known as _____.
- (a) Reference group
 - (b) Interest groups
 - (c) Friendship group
 - (d) Membership group
10. Tuckman and Jensen (1977) recommended five stages through which a team must progress to become highly effective and consequently successful. Which is the third stage?
- (a) Forming (b) Storming
 - (c) Norming (d) Adjourning

11. On the other end of the reward power is the _____ power which is the ability to influence punishment.
- (a) Legitimate power
 - (b) Referent power
 - (c) Resources as power
 - (d) Coercive power
12. _____ is a process whereby others are admitted to the membership of a group, in order to avoid threats to the group's stability or survival.
- (a) Contracting
 - (b) Co-opting
 - (c) Coalescing
 - (d) Composing
13. Organizational politics is different from the government-oriented politics in that it emphasizes the role of a _____ in an organization.
- (a) Process
 - (b) Productivity
 - (c) Person
 - (d) Product
14. Organisational factors of politics include
- (a) Role
 - (b) Trust
 - (c) Ethical guidelines
 - (d) All the above

15. _____ exists when job functions contains duties or responsibilities that conflict with one another. It is most commonly found among middle managers, who find themselves caught between top-level management and lower-level managers.
- (a) Overload (b) Task demands
(c) Role conflict (d) Underload
16. Which style is characterized by passivity or inaction as the individual has minimal concern about his or her interest or the interest of his group members?
- (a) Yielding conflict style
(b) Avoidance conflict style
(c) Competitive conflict style
(d) Conciliation conflict style
17. _____ is defined as an extent to which an organization achieves its predetermined objectives with the given amount of resources and means without placing undue strain on its members.
- (a) Organizational climate
(b) Organizational change
(c) Organizational development
(d) Organizational effectiveness
18. _____ variables are those independent variables that determine the course of developments within an organization and the objectives achieved by an organization.
- (a) Causal (b) Intervening
(c) End-result (d) Ordinal

19. The cultural aspect of organizational performance came into focus with Theory Z, proposed by
- (a) Sigmund Freud
 - (b) William Ouchi
 - (c) Maslow
 - (d) McGregor
20. According to _____, there are eight values that govern the culture of an organization.
- (a) Drucker (b) Simon
 - (c) Mintzberg (d) Pareek
21. Which among the following is NOT an essential element of communication?
- (a) Encoding
 - (b) Decoding
 - (c) Organization structure
 - (d) Feedback
22. _____ network also known as a 'star' network represents a supervisor in the centre with four subordinates.
- (a) The 'chain' (b) The 'wheel'
 - (c) The 'Y' (d) The 'circle'
23. Perhaps the biggest cause of employee resistance to change is _____.
- (a) Skill gap
 - (b) Preferring old style
 - (c) To avoid feeling of loss
 - (d) Uncertainty

24. Which among the following is an external cause of change?
- (a) Leadership changes
 - (b) Trade unionism
 - (c) Cost of raw materials
 - (d) Low morale
25. In Africa alone, there are more than _____ separate cultures with distinct languages, customs and values and these are not entirely defined by national boundaries.
- (a) 500
 - (b) 600
 - (c) 700
 - (d) 800
26. In masculine societies, the emphasis is on _____.
- (a) Cooperation
 - (b) Money
 - (c) Care
 - (d) Quality of life
27. In OD for an individual, most famous technique is
- (a) Sensitivity training
 - (b) Transactional analysis
 - (c) Process consultation
 - (d) Inter-group development
28. Of the four life positions, the ideal one is _____.
- (a) I am not OK, you are OK
 - (b) I am OK, you are not OK
 - (c) I am OK, you are OK
 - (d) I am not OK, you are not OK

29. _____ learning involves improving the organization's capacity to achieve the known objectives.
- (a) Double loop (b) Single-loop
(c) Concurrent (d) Second order
30. Group size, communication patterns, degree of group unanimity, etc., are the _____ influencing conformity to norms.
- (a) Situational factors
(b) Personality factors
(c) Intragroup relations
(d) Compatible goals
31. Various researchers have identified _____ primary strategies for dealing with and reducing the impact of behavioural conflict.
- (a) Three (b) Five
(c) Six (d) Seven
32. A late 19th century sociologist _____ who studied organizational analysis said that the organizations could develop efficiency by certain system of rules and guidelines and by division of labour.
- (a) Drucker (b) Simon
(c) Mintzberg (d) Max Weber
33. Which among the following is an interpersonal barrier that disrupt the effectiveness of the communication process?
- (a) Physical distractions
(b) Poor timing
(c) Filtering
(d) Network breakdown

Part B

(7 × 6 = 42)

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

34. (a) Explain the various organizational behaviour models.

Or

- (b) Discuss about trait theory.

35. (a) Define attitude and various components of attitude.

Or

- (b) Enumerate the factors influencing perception.

36. (a) Why people join groups and explain the stages of group development?

Or

- (b) State the effective uses of power.

37. (a) Explain the political behaviour in an organisation and factors creating it.

Or

- (b) What is Inter group and Intra personal conflict? Discuss the methods of overcoming these conflicts.

38. (a) Discuss the various approaches of organisational dynamics.

Or

- (b) Define Organisational Culture. Discuss the major external reasons for change in organisational culture.

39. (a) Explain the barriers of Non-verbal communication and strategies to overcome it?

Or

(b) Describe the resistance to change and techniques to overcome resistance.

40. (a) Explain the impact of Digitalisation and Globalisation on Organisational Behaviour.

Or

(b) Define Organisational Development. Describe the characteristics of Organisational Development.

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M.B.A. DEGREE EXAMINATION, DECEMBER 2023

ONLINE PROGRAMME EXAMINATIONS

First Year – First Semester

MANAGERIAL ECONOMICS

(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. “Managerial economics is the synthesis of microeconomic theory and quantitative methods to find optimal solutions to managerial decision-making problems” – Who said this definition?
(a) Alfred Marshall (b) Adam Smith
(c) T.J. Webster (d) Mansfield
2. Which among the following microeconomic theory fall within the scope of managerial economics?
(a) Theory of Consumer Demand
(b) Theory of Production
(c) Theory of Cost
(d) All the above

3. Opportunity cost is
- (a) That which we forgo, or give up, when we make a choice or a decision
 - (b) The cost incurred in the past before we make a decision about what to do in the future
 - (c) A cost that cannot be avoided, regardless of what is done in the future
 - (d) The additional benefit of buying an additional unit of a product
4. Cardinal Utility Approach, attributed to Alfred Marshall and his followers, is also called _____.
- (a) Modern approach (b) Neo-classical approach
 - (c) Priori approach (d) Systems approach
5. If total utility is maximum at a point, then marginal utility is _____
- (a) Positive (b) Positive but decreasing
 - (c) Negative (d) Zero
6. Which among the following is NOT an assumption of Cardinal utility theory?
- (a) Maximization of satisfaction
 - (b) Limited money income
 - (c) Transitivity and consistency of choice
 - (d) Rationality
7. In the case of an inferior good, the income elasticity of demand is:
- (a) Negative (b) Zero
 - (c) Infinite (d) Positive

8. In demand forecasting, identify the Survey method from the following?
- (a) Trend Projection
 - (b) Opinion Poll Method
 - (c) Barometric Method
 - (d) Econometric method
9. In a _____ market, disequilibrium itself creates the condition for equilibrium.
- (a) Monopoly
 - (b) Oligopoly
 - (c) Free
 - (d) Stock
10. Giffen paradox was introduced by _____ as an exception to the law of demand.
- (a) Alfred Marshall
 - (b) Adam Smith
 - (c) T.J. Webster
 - (d) Mansfield
11. The economists use another term, _____ which refers to a period in which the technology of production is also subject to change or can be improved.
- (a) Short run
 - (b) Very long-run
 - (c) Long run
 - (d) Elasticity
12. The term 'isoquant' has been derived from the Greek word iso meaning _____ and Latin word quantus meaning 'quantity'.
- (a) Unique
 - (b) Minimum
 - (c) Maximum
 - (d) Equal
13. An absolute power of a firm to produce and sell a product that has no close substitute is called, _____.
- (a) Monopoly
 - (b) Oligopoly
 - (c) Perfect competition
 - (d) Free market

14. Baumol's sales maximization model, which is one of the oligopoly models was developed in _____.
- (a) 1880 (b) 1933
(c) 1939 (d) 1959
15. In the context of game theory, a strategic action that yields the best outcome whatever the reaction of the rival firms is called _____.
- (a) Dominant strategy
(b) Blue ocean strategy
(c) Defensive strategy
(d) Directional strategy
16. Which of the following describes a Nash equilibrium?
- (a) A firm chooses its dominant strategy, if one exists
(b) Every competing firm in an industry chooses a strategy that is optimal given the choices of every other firm
(c) Market price results in neither a surplus nor a shortage
(d) All firms in an industry are earning zero economic profits
17. _____ is defined as the addition to the total cost on account of producing one additional unit of the product.
- (a) Fixed cost (b) Variable cost
(c) Average cost (d) Marginal cost
18. As per the modern theory, the short run cost curve has a _____
- (a) Saucer-type shape (b) L-shaped
(c) Invert J-shaped (d) U-shape

19. The risk theory of profit was propounded by _____.
- (a) Prof. J.B. Clark (b) F.H. Knight
(c) Prof. Hawley (d) Ulmer
20. A pricing policy in which the company fixes a lower initial price to pierce the market as quickly as possible and is intended to maximize the profits in the long run is called _____.
- (a) Bundle pricing (b) Penetration pricing
(c) Skimming pricing (d) Dynamic pricing
21. Best suitable pricing for certain non-storable products like electricity is
- (a) Cost plus pricing (b) Multiple product pricing
(c) Transfer pricing (d) Peak load pricing
22. The _____ may be defined as the difference between the present value (PV) of an income stream and the cost of investment (C)
- (a) Interest rate of return
(b) Net present value
(c) Break even rate
(d) Adjusted present value
23. Which of the following measures have to be adopted to curb out inflation from the economy?
- (a) Increase in government expenditure and reduction in taxation
(b) Decrease in Government expenditure and increase in taxation
(c) Increase in transfer payments and increase in taxation
(d) Decrease in transfer payments and decrease in taxation

24. GNP stands for
- (a) Gross National Product
 - (b) Gross negotiable product
 - (c) Gross negative product
 - (d) Gross National property
25. In which type of economy, domestic income is equal to national income?
- (a) Open economy (b) Closed Economy
 - (c) Both (a) and (b) (d) Neither (a) nor (b)
26. Under _____ method, national income is estimated by adding up all factor incomes.
- (a) Net Product' (b) Expenditure
 - (c) Factor income (d) Value-added
27. MRTP act in India was enacted in the year _____.
- (a) 1960 (b) 1969
 - (c) 1975 (d) 1991
28. Participants abstain to bid against each other by withdrawing from the bid so that the decided bidder can win, this is called _____.
- (a) Complementary bidding
 - (b) Bid rotation
 - (c) Bid suppression
 - (d) Price fixing
29. Giffen good is defined as an inferior good whose demand increases when its price _____.
- (a) Decreases (b) Increases
 - (c) Is constant (d) Reaches equilibrium

30. In the multiplicative power function The most popular production function is _____.
- (a) Cobb-Douglas Production Function
 - (b) Variable elasticity of substitution' (VES)
 - (c) Constant elasticity substitution (CES)
 - (d) Leontief type
31. _____ may be defined as the returns expected from the second best use of the resources foregone due to the scarcity of resources.
- (a) Actual cost (b) Opportunity cost
 - (c) Explicit Costs (d) Implicit costs
32. The innovation theory of profit was propounded by
- (a) Prof. J.B. Clark (b) F.H. Knight
 - (c) Prof. Hawley (d) Prof J.A. Schumpeter
33. The investor's attitude towards risk in case of complete ignorance can be grouped into _____ types.
- (a) 2 (b) 3
 - (c) 4 (d) 5

Part B (7 × 6 = 42)

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

34. (a) Explain the nature and scope of managerial economics.

Or

- (b) Detail about the Production Possibility Curve.

35. (a) Mention the Equilibrium and Equi-Marginal principles.

Or

- (b) What are the types of elasticity of demand? Explain.

36. (a) State the different techniques of demand forecasting.

Or

(b) Discuss the managerial uses of Production functions.

37. (a) Explain the different forms of Market and its features.

Or

(b) Mention the types of strategy and its behaviour of the firms.

38. (a) Differentiate the economies and diseconomies of scale in cost function.

Or

(b) Briefly explain some of the theories of pricing in detail.

39. (a) Discuss the concept of Investment analysis and evaluation.

Or

(b) What are the different methods for controlling inflation?

40. (a) Write the various methods for the measurement of national income.

Or

(b) Explain in detail about the economics regulations of business in India.

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M.B.A. DEGREE EXAMINATION, DECEMBER 2023

ONLINE PROGRAMME EXAMINATIONS

First Year – First Semester

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

QUANTITATIVE TECHNIQUES

(CBCS – 2020 onwards)

Time : 2 Hours

Maximum : 75 Marks

Part A

(33 × 1 = 33)

Answer **all** the questions.

1. In _____ models there is risk and uncertainty.
 - (a) Deterministic Models
 - (b) Probabilistic Models
 - (c) Both (a) and (b)
 - (d) None of the above

2. _____ models are obtained by enlarging or reducing the size of the item.
 - (a) Iconic Models (b) Analogue Models
 - (c) Symbolic Models (d) None of the above

3. If median is 20 and mean is 22.5 in a moderately skewed distribution, then compute approximate value of mode?
 - (a) 21 (b) 15
 - (c) 22.5 (d) 20

4. When 10 is added to all the observations in a series, then mean is
(a) Increased by 10 (b) Decreased by 10
(c) Same (d) Zero
5. In graphical method the restriction on number of constraint is
(a) 2 (b) not more than 3
(c) 3 (d) none of the above
6. Graphical optimal value for Z can be obtained from
(a) Corner points of feasible region
(b) Both (a) and (c)
(c) Corner points of the solution region
(d) none of the above
7. Consider the given vectors: a(2,0), b(0,2), c(1,1), and d(0,3). Which of the following vectors are linearly independent?
(a) a, b, and c are independent
(b) a, b, and d are independent
(c) a and c are independent
(d) b and d are independent
8. Identify the type of the feasible region given by the set of inequalities
 $x - y \leq 1$
 $x - y \geq 2$
where both x and y are positive.
(a) A triangle
(b) A rectangle
(c) An unbounded region
(d) An empty region

9. In simplex method, we add _____ variables in the case of '='
- (a) Slack Variable (b) Surplus Variable
(c) Artificial Variable (d) None of the above
10. Simple linear programming problem with _____ variables can be easily solved by the graphical method.
- (a) One decision (b) Four decisions
(c) Three decisions (d) Two decisions
11. Which of the following is NOT needed to use the transportation model?
- (a) the cost of shipping one unit from each origin to each destination
(b) the destination points and the demand per period at each
(c) the origin points and the capacity or supply per period at each
(d) degeneracy
12. MODI method is used to obtain
- (a) Optimal solutions (b) Optimality test
(c) Both (a) and (b) (d) Optimization
13. A survey determines that in a locality, 33% go to work by Bike, 42% go by Car, and 12% use both. The probability that a random person selected uses neither of them is?
- (a) 0.29 (b) 0.37
(c) 0.61 (d) 0.75

14. A coin is biased so that its chances of landing Head is $2/3$. If the coin is flipped 3 times, the probability that the first 2 flips are heads and the 3rd flip is a tail is?
- (a) $4/27$ (b) $8/27$
(c) $4/9$ (d) $2/9$
15. In a Binomial Distribution, if p , q and n are probability of success, failure and number of trials respectively then variance is given by _____.
- (a) np (b) npq
(c) np^2q (d) npq^2
16. In a Poisson Distribution, if ' n ' is the number of trials and ' p ' is the probability of success, then the mean value is given by?
- (a) $m = np$ (b) $m = (np)^2$
(c) $m = np(1 - p)$ (d) $m = p$
17. Operations Research techniques helps the directing authority in optimum allocation of various limited resources, such as _____.
- (a) Men and Machine
(b) Money
(c) Material and Time
(d) All of the above
18. The operations Research technique which helps in minimizing total waiting and service costs is
- (a) Queuing Theory (b) Decision Theory
(c) Both (a) and (b) (d) None of the above

19. Sequencing is a subset of _____.
- (a) Routing (b) Scheduling
(c) Expediting (d) None of the above
20. Gantt chart is applicable for _____.
- (a) Time study (b) Motion study
(c) Sales forecasting (d) Production scheduling
21. The operations Research technique, specially used to determine the optimum strategy is
- (a) Decision Theory (b) Simulation
(c) Game Theory (d) None of the above
22. Which of the following is Step 1 for Performing Simulation Analysis?
- (a) choose input variables
(b) create entities for the simulation process
(c) prepare a problem statement
(d) determine the output variables
23. Priority queue discipline may be classified as
- (a) finite or infinite
(b) limited and unlimited
(c) pre-emptive or non-pre-emptive
(d) all of the above

24. Which of the following is not a key operating characteristic for a queuing system?
- (a) utilization factor
 - (b) percent idle time
 - (c) average time spent waiting in the system and queue
 - (d) none of the above
25. Which of the following criterion is not applicable to decision-making under risk?
- (a) maximize expected return
 - (b) maximize return
 - (c) minimize expect regret
 - (d) knowledge of likelihood occurrence of each state of nature
26. The expected value of perfect information (EVPI) is
- (a) equal to expected regret of the optimal decision under risk
 - (b) the utility of additional information
 - (c) maximum expected opportunity loss
 - (d) none of the above
27. The quantitative approach to decision analysis is a
- (a) Logical approach
 - (b) Rational approach
 - (c) Scientific approach
 - (d) All of the above

28. Essential characteristics of a decision model are
- (a) states of nature (b) decision alternatives
(c) payoff (d) all of these
29. A and B are two events such that $P(A) = 0.4$ and $P(A \cap B) = 0.2$ then $P(A \cup B)$ is equal to _____.
- (a) 0.4 (b) 0.2
(c) 0.6 (d) 0.8
30. Events which can never occur together in probability theories then it is classified as?
- (a) mutually exclusive events
(b) collectively exclusive events
(c) mutually exhaustive events
(d) None of these
31. For larger values of ' n ', Binomial Distribution _____.
- (a) loses its discreteness
(b) tends to Poisson Distribution
(c) stays as it is
(d) gives oscillatory values
32. Poisson distribution is applied for _____.
- (a) Continuous Random Variable
(b) Discrete Random Variable
(c) Irregular Random Variable
(d) Uncertain Random Variable

33. Normal Distribution is symmetric is about _____.
- (a) Variance
 - (b) Mean
 - (c) Standard deviation
 - (d) Covariance

Part B (7 × 6 = 42)

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

34. (a) Explain the significance of quantitative analysis in management.

Or

- (b) Describe the concept of optimization for business problem.

35. (a) Discuss the application of linear functions in cost and revenue behaviour.

Or

- (b) A company produces 2 types of cowboy hats. Each hat of the first type requires twice as much labour time as the second type. The company can produce a total of 500 hats a day. The market limits the daily sales of first and second types to 150 and 250 hats. Assuming that the profits per hat are Rs.8 per type A and Rs.5 per type B, formulate the problem as Linear Programming model in order to determine the number of hats to be produced of each type so as to maximize the profit.

36. (a) Minimize 'Z' = $-X_1 - 2X_2$ (Subject to constraints)

$$-X_1 + 3X_2 \leq 10$$

$$X_1 + X_2 \leq 6$$

$$X_1 - X_2 \leq 2$$

Where, $X_1, X_2 \geq 0$ (Non-negative constraints)

Or

- (b) A departmental head has 4 subordinates and 4 tasks are to be performed. Subordinates differ in efficiency and tasks differ in their intrinsic difficulty. Time each man would take to perform each task is given in the effective matrix. How the tasks should be allocated to each person so as to minimize the total man hours?

Subordinates		I	II	III	IV
False	A	8	26	17	11
	B	13	28	4	26
	C	38	19	18	15
	D	19	26	24	10

37. (a) Explain the different types of probability.

Or

- (b) The probability that a person can achieve a target is $\frac{3}{4}$. The count of tries is 5. What is the probability that he will attain the target at least thrice?

38. (a) Discuss the benefits and limitations of quantitative methods.

Or

- (b) Six jobs go first over machine I and then over machine II. The order of the completion of jobs has no significance. The table shows the machine times in hours for six jobs and the two machines.

Job	J1	J2	J3	J4	J5	J6
Machine I	2	4	9	6	7	4
Machine II	6	7	4	3	3	11

Discuss about the parts of quantitative research.

39. (a) Explain the applications of simulation models in inventory management.

Or

(b) Explain the characteristics of MM1 queuing model.

40. (a) Discuss the different decision criterions for decision making.

Or

(b) Explain the concept of posterior probabilities in decision tree analysis.

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Sub. Code

**205415/205515/205615/
205715/205815**

M.B.A. DEGREE EXAMINATION, DECEMBER 2023

ONLINE PROGRAMME EXAMINATIONS

First Year – First Semester

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

FINANCIAL AND MANAGEMENT ACCOUNTING

(CBCS – 2020 onwards)

Time : 2 Hours

Maximum : 75 Marks

Part A

(33 × 1 = 33)

Answer **all** questions.

1. Management accounting can be viewed as ————.
 - (a) Marketing — oriented accounting
 - (b) Management – oriented accounting
 - (c) Accounting — oriented management
 - (d) Manager – oriented accounting

2. The accounting provides information on ————.
 - (a) Cost and income for managers
 - (b) Company's tax liability for a particular year
 - (c) Financial conditions of an institutions
 - (d) All of the above

3. Accounting principles are divided into _____.
- (a) Accounting concepts
 - (b) Accounting conventions
 - (c) Fundamental accounting assumptions
 - (d) All of the above
4. Accounting concepts are based on _____.
- (a) Certain assumptions
 - (b) Certain facts and figures
 - (c) Certain accounting records
 - (d) Government guidelines
5. Trial balance is used to check the accuracy of _____.
- (a) Balance sheet balances
 - (b) Ledger accounts balances
 - (c) Cash flow statement balances
 - (d) Income statement balances
6. What is used in preparing trial balance?
- (a) Specialised Journals
 - (b) Balance Sheet
 - (c) Ledger Accounts
 - (d) General Journal
7. The statements prepared to indicate the profit and loss, and financial position of a business are called _____.
- (a) Trial balances
 - (b) Financial statements
 - (c) Bank reconciliation statements
 - (d) All of the above
8. The credit side of a profit and loss account records _____.
- (a) Indirect income
 - (b) Indirect expenses
 - (c) Direct income
 - (d) Direct expenses

9. Deferred payment arrangement aim at financing _____.
- (a) Working capital needs
 - (b) Redemption of debts
 - (c) Purchase of GDRS
 - (d) Import of plant and machinery
10. Which one of the following items is not a tool used for financial analysis?
- (a) Comparative Statements
 - (b) Ratio Analysis
 - (c) Common Size Statements
 - (d) Statement of Dividend Distribution
11. Which one of the following items is not a method/tool of analysis of financial statements?
- (a) Trend Analysis
 - (b) Statement of Affairs
 - (c) Cash Flow Statement
 - (d) Comparative Statements
12. Current Ratio is _____.
- (a) Solvency Ratio
 - (b) Liquidity Ratio
 - (c) Activity Ratio
 - (d) Profitability Ratio
13. Liquid Assets do not include _____.
- (a) Bills Receivable
 - (b) Debtors
 - (c) Inventory
 - (d) Bank Balance

14. Funds flow statement is prepared on the basis of _____.
- (a) Profit and loss account of the current year
 - (b) The balance sheet of the previous and current year
 - (c) Both (a) and (b)
 - (d) None of the above
15. Funds flow statement is also known as _____.
- (a) Statement of sources and uses of funds
 - (b) Statement of sources and application of funds
 - (c) Statement of funds flow
 - (d) All of the above
16. Statement of cash flows includes
- (a) Financing Activities (b) Operating Activities
 - (c) Investing Activities (d) All of the Above
17. In cash flows, when a company invests in fixed assets and short-term financial investments results in
- (a) Increased Equity (b) Increased Liabilities
 - (c) Decreased Cash (d) Increased Cash
18. Basic objective of cost accounting is _____.
- (a) Tax compliance (b) Financial audit
 - (c) Cost ascertainment (d) Profit analysis
19. Process costing is suitable for _____.
- (a) Hospitals (b) Oil reefing firms
 - (c) Transport forms (d) Brick laying firms

20. Warehouse rent is a part of _____.
- (a) Prime cost (b) Factory cost
(c) Distribution cost (d) Production cost
21. Operating costing is a _____.
- (a) Method of costing (b) Technique of costing
(c) Norm of costing (d) Procedure of costing
22. The costing method where fixed factory overheads are added to inventory is called
- (a) Activity-based costing
(b) Absorption costing
(c) Marginal costing
(d) All of the above
23. Contribution margin in marginal costing is also known as _____.
- (a) Net income (b) Gross profit
(c) Marginal income (d) None of the above
24. Which one of the following is financial budget _____?
- (a) Cash budget
(b) Working capital budget
(c) Capital budget
(d) All of the above
25. The process of budgeting helps in the control of _____.
- (a) Cost of production
(b) Short term liquidity position
(c) Capital expenditure
(d) All of the above

26. Why is evaluating Capital Budgeting decisions based on cash flows?
- (a) Cash is more important for an organization than profits
 - (b) Cash flows are much easier to calculate compared to profits
 - (c) Both (a) and (b) are incorrect
 - (d) Both (a) and (b) are correct
27. _____ is a project whose cash flows are not affected by the acceptance or rejection of other projects.
- (a) Risk-free project
 - (b) Low-cost project
 - (c) Independent project
 - (d) None of the above
28. Which of the following is the term that describes the amount of time taken for a capital budgeting project to recover its initial investment?
- (a) Investment period
 - (b) Redemption period
 - (c) Payback period
 - (d) Maturity period
29. Casting errors are the result of _____.
- (a) Wrong posting
 - (b) Wrong totaling
 - (c) Wrong balancing
 - (d) None of the above
30. Errors which affect one account can be _____.
- (a) Errors of omission
 - (b) Errors of principle
 - (c) Errors of posting
 - (d) All of the above
31. Goodwill is _____.
- (a) A current asset
 - (b) An intangible asset
 - (c) A tangible asset
 - (d) None of the above

32. Un earned income a/c is _____.
- (a) An asset (b) A liability
(c) An expenses (d) Profit
33. Final accounts are prepared with the help of _____.
- (a) Journal entries (b) Ledger entries
(c) Cashbook (d) Trial balance

Part B (7 × 6 = 42)

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

34. (a) Briefly explain about the types of accounting.

Or

- (b) Journalise the following:
- (i) Purchased goods worth Rs. 5,000 less 20% trade discount and 5% cash discount.
 - (ii) Withdrew Rs. 500 from bank for personal use.
 - (iii) Rs. 2,646 received from Anand in full settlement of Rs. 2,700
 - (iv) Bought furniture for Rs. 5,000 from ABC Ltd.
 - (v) Goods worth Rs. 1,000 found defective were returned to Raj & co

35. (a) The following balances are extracted from the books of Vigneshwaran. You are required to prepare the Trial Balance as on 31.03.2019

Particulars	Rs.	Particulars	Rs.
Purchases	20,000	Miscellaneous income	400
Purchase returns	800	Bills payable	7,000
Sales	30,000	Bills receivables	11,000

Particulars	Rs.	Particulars	Rs.
Sales returns	1,000	Cash in hand	1,800
Capital	30,000	Sundry creditors	4,000
Interest (Dr)	400	Discount earned	800
Wages	7,000	Sundry debtors	15,000
Rent	800	Commission	1,000
Telephone charges	1,000	Plant and Machinery	8,000
		Cash at bank	6,000

Or

- (b) From the following particulars taken from Ramesh's books prepare trading and profit and loss a/c for the year ended 31st December 2005 and the balance sheet as on that date.

Salaries	5,500	Creditors	9,500
Rent	1,300	Sales	32,000
Cash	1,000	Capital	30,000
Debtors	40,000	Loans	10,000
Sundry expenses	600		
Purchases	25,000		
Buildings	2,500		
Bank balance	5,600		
	<u>81,500</u>		<u>81,500</u>

Adjustments:

- (i) Closing stock Rs. 900
- (ii) Salary outstanding amounted to Rs. 1,100
- (iii) Rent paid in advance Rs. 100
- (iv) Provide 5% for doubtful debt against debtors.

36. (a) From the following balance sheet of Kiran Ltd., prepare a comparative balance sheet and comment on the financial position of the concern.

Balance sheet of Kiran Ltd.

Liabilities	2004	2005	Assets	2004	2005
Equity shares	2,20,000	2,50,000	Buildings	1,40,000	1,70,000
Debentures	1,00,000	1,20,000	Machinery	1,20,000	1,50,000
Reserves and Surplus	60,000	80,000	Furniture	60,000	40,000
Sundry creditors	40,000	25,000	Sundry debtors	40,000	60,000
Bills payable	35,000	40,000	Marketing Securities	55,000	30,000
Outstanding Misc.exp	20,000	—	Stock	40,000	55,000
			Cash balance	20,000	10,000
	4,75,000	5,15,000		4,75,000	5,15,000

Or

- (b) Describe the various types of financial statement analysis tools.
37. (a) Calculate the Gross profit ratio from the following information:

Total sales – 5,20,000, sales return – 20,000, cost of goods sold – 4,00,000.

Or

- (b) Discuss the meaning and needs of fund flow analysis.

38. (a) From the following balance sheets as on 31 December, you are required to prepare a cash flow statement:

Liabilities	2019 (Rs.)	2020 (Rs.)	Assets	2019 (Rs.)	2020 (Rs.)
Share capital	1,00,000	1,50,000	Fixed assets	1,00,000	1,50,000
Profit and loss a/c	50,000	80,000	Good will	50,000	40,000
General reserve	30,000	40,000	Inventories	50,000	80,000
16% Bonds	50,000	60,000	Debtors	50,000	80,000
Sundry creditors	30,000	40,000	Bills	10,000	20,000
Expenses O/S	10,000	15,000	Receivable Bank	10,000	15,000
	<u>2,70,000</u>	<u>3,85,000</u>		<u>2,70,000</u>	<u>3,85,000</u>

Or

(b) Distinguish between the financial accounting and cost accounting.

39. (a) Calculate maximum level, minimum level and reordering level from the following data.

Re-order quantity	1,500 units
Re-order period	4 to 6 weeks
Maximum consumption	400 units per week
Normal consumption	300 units per week
Minimum consumption	250 units per week

Or

(b) Write briefly Break- even point analysis.

40. (a) Describe the need of budgeting. Briefly explain the classification of budgets.

Or

- (b) Calculate the Average Rate of Return for project *x* and *y* from the following:

	Project X Rs.30,000	Project Y Rs.40,000
Net profit for year 1	6,000	12,000
2	6,000	10,000
3	4,000	8,000
4	4,000	6,000
5	—	4,000

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Sub. Code

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

M.B.A. DEGREE EXAMINATION, DECEMBER 2023

ONLINE PROGRAMME EXAMINATIONS

First Year – Second Semester

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

RESEARCH METHODS

(CBCS – 2020 onwards)

Time : 2 Hours

Maximum : 75 Marks

Part A

(33 × 1 = 33)

Answer **all** questions.

1. Which is not the characteristic of research?
 - (a) Basic Research
 - (b) Holistic Perspective
 - (c) Context Sensitivity
 - (d) Ex-Post Facto Research

2. The difference between the Ex-Post Facto Research and Experiments research is
 - (a) Expose (b) Control
 - (c) Search (d) None of the above

3. Kotz has divided field studies into
 - (a) Exploratory (b) Hypothesis testing
 - (c) Both of the above (d) None of the above

4. Which of the following is a step of research design?
- (a) Defining the problem and formulating a hypothesis
 - (b) Collecting data
 - (c) Drawing inferences from the data
 - (d) All of the above
5. Which of the following is the chief characteristic of sampling methods?
- (a) Economy
 - (b) Reliability
 - (c) Feasibility
 - (d) All of the above
6. Scientific methods are used in
- (a) Only research projects in pure sciences
 - (b) Social science researches
 - (c) Both (a) and (b)
 - (d) Neither (a) nor (b)
7. Which of the following is a type of hypothesis?
- (a) Interrogative hypothesis
 - (b) Declarative hypothesis
 - (c) Directional hypothesis
 - (d) All of the above
8. Which of the following is a non-probability sampling method?
- (a) Simple random sampling
 - (b) Systematic sampling
 - (c) Cluster sampling
 - (d) Quota sampling

9. In which of the following cases, the formation of hypothesis may not be necessary?
- (a) Investigative historical studies
 - (b) Experimental studies
 - (c) Normative studies
 - (d) Survey studies
10. A researcher divides the whole population into different parts and then fixes the number of units from each of the parts that are to be included in the sample. The method of sampling used by him is
- (a) Stratified random sampling
 - (b) Cluster sampling
 - (c) Quota sampling
 - (d) All of the above
11. For the population with finite size, which of the following sampling method is generally preferred?
- (a) Cluster sampling
 - (b) Area sampling
 - (c) Proportive sampling
 - (d) Systematic sampling
12. A research is based on
- (a) Ideas of the scientists
 - (b) Experiments
 - (c) Scientific method
 - (d) Some general principles
13. An image, perception or concept that is capable of measurement is called _____.
- (a) Scale
 - (b) Hypothesis
 - (c) Type
 - (d) Variable

14. In order to pursue the research, which of the following is priorly required?
- (a) Developing a research design
 - (b) Formulating a research question
 - (c) Deciding about the data analysis procedure
 - (d) Formulating a research hypothesis
15. What are the conditions in which Type-I error occurs?
- (a) The null hypotheses get accepted even if it is false
 - (b) The null hypotheses get rejected even if it is true
 - (c) Both the null hypotheses as well as alternative hypotheses are rejected
 - (d) None of the above
16. How to judge the depth of any research?
- (a) By research title
 - (b) By research duration
 - (c) By research objectives
 - (d) By total expenditure on research
17. The main objectives of _____ study is to acquire knowledge.
- (a) Exploratory (b) Descriptive
 - (c) Diagnostic (d) Descriptive and Diagnostic
18. _____ is concerned with discovering and testing certain variables with respect to their association or disassociation.
- (a) Exploratory (b) Descriptive
 - (c) Diagnostic (d) Descriptive and diagnostic

19. A statement of the quantitative research question should:
- Extend the statement of purpose by specifying exactly the question (s) the researcher will address
 - Help the research in selecting appropriate participants, research methods, measures, and materials
 - Specify the variables of interest
 - All the above
20. If the population proportion equals p_0 Z Test = $(\bar{x} - \mu) / (\sigma / \sqrt{n})$, then is distributed :
- As a standard normal variable, if $n > 30$
 - As a Poisson variable
 - As the t-distribution with $v = n - 1$ degrees of freedom
 - As a distribution with v degrees of freedom
21. Which test is the part of the parametric test?
- Sign Test
 - Run Test for Randomness
 - Kruskal-Willis Test
 - z-test
22. The chi-square test is:
- A mean
 - A multi-question tests
 - A statistical mistake
 - A statistic
23. ANOVA is _____.
- A government body which collects social statistics
 - The name of a statistical software package
 - A analysis of variance
 - A regression analysis

24. Which of the following is not a characteristic of measure of dispersion?
- (a) It is capable of algebraic treatment
 - (b) It indicates degree of variation
 - (c) It is affected by extreme values
 - (d) It helps in comparison
25. Which measure is based on only the central fifty percent of the observations?
- (a) Standard Deviation
 - (b) Mean Deviation
 - (c) Quartile Deviation
 - (d) Range
26. According to Rowdy, "Statistics may rightly be called the science of
- (a) Numbers (b) Figures
 - (c) Averages (d) Arithmetic
27. Average is a measure of _____.
- (a) Correlation (b) Dispersion
 - (c) Central Tendency (d) Skewness
28. In kurtosis, the normal curve is termed as
- (a) Leptokurtic (b) Mesokurtic
 - (c) Platokurtic (d) None
29. Lorenz curve is a geometric method of measuring
- (a) Variability (b) Flexibility
 - (c) Normality (d) Skewness

30. _____ is used whenever the relative importance of the items in a series differs.
- (a) Simple arithmetic mean
 - (b) Weighted arithmetic mean
 - (c) Geometric mean
 - (d) None
31. The ratio of Standard deviation to actual mean expressed in percentage is called
- (a) Co-efficient of Mean
 - (b) Co-efficient of Quartile Deviation
 - (c) Co-efficient of Variation
 - (d) None of the above
32. The more the mean moves away from the mode, the larger the
- (a) Symmetry (b) Kurtosis
 - (c) Median (d) Skewness
33. The formula for finding Quartile Deviation is
- (a) $(Q_3 - Q_1)/2$ (b) $(Q_2 - Q_3)/2$
 - (c) $(Q_2 - Q_1)/2$ (d) $(Q_3 + Q_1)/2$

Part B

(7 × 6 = 42)

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

34. (a) What do you mean by research? Briefly describe the different steps involved in a research process.

Or

- (b) Explain the different types of research, and their applications.

35. (a) What is a research problem? Explain the techniques involved in defining a research problem.

Or

(b) Bring out the differences between an experiment and a survey.

36. (a) What is hypothesis? Explain the procedure for testing of hypothesis.

Or

(b) Distinguish between the following: (i) Simple hypothesis and composite hypothesis. (ii) Null hypothesis and alternative hypothesis.

37. (a) Why probability sampling is generally preferred in comparison to non-probability sampling?

Or

(b) What do you mean by 'Sample Design'? What points should be considered by a researcher in developing a sample design for a research project?

38. (a) What are the types of data and its sources? Explain.

Or

(b) Give the various criteria to check the correctness of the Secondary data.

39. (a) What are the steps involved in questionnaire design?

Or

(b) Describe the types of measurement scales, with illustration.

40. (a) Distinguish between parametric and non-parametric tests. Indicate their uses in different types of data or researches.

Or

(b) Briefly explain the following: (i) Chi-square test. (ii) Standard deviation and co-efficient of variation.

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M.B.A. DEGREE EXAMINATION, DECEMBER 2023

ONLINE PROGRAMME EXAMINATIONS

First Year – Second Semester

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

BUSINESS ENVIRONMENT

(CBCS – 2020 onwards)

Time : 2 Hours

Maximum : 75 Marks

Part A

(33 × 1 = 33)

Answer **ALL** questions.

1. Environment, which an organization faces in its specific arena is called _____
 - (a) External Environment
 - (b) Macro Environment
 - (c) Internal Environment
 - (d) Micro Environment

2. Products that add value to some other product is _____
 - (a) Critical product analysis
 - (b) Discount product
 - (c) Complementary product
 - (d) Corporate product

3. The process by which organization monitors their relevant environment to identify opportunities and threats' affecting their business is known as _____
 - (a) Environment Analyzing
 - (b) Environment Evaluating
 - (c) Environment Measuring
 - (d) Environment Scanning
4. The period of _____ five year plan saw a significant growth in the transportation and communications expenditure.
 - (a) 9th
 - (b) 8th
 - (c) 6th
 - (d) 7th
5. Who comprises the President, the Vice-President and the Council of Ministers headed by the Prime Minister?
 - (a) The Executive
 - (b) The Legislature
 - (c) The Judiciary
 - (d) The Parliament Heads
6. The government that decides whether MNCs can invest in a country or not is known as
 - (a) SEZ
 - (b) FDI
 - (c) FOREX
 - (d) HRD
7. _____ is a tool to regulate private sector industries
 - (a) MRTP
 - (b) IDBI
 - (c) ICICI
 - (d) Industrial Licensing
8. Exchange for small sized companies and small investors
 - (a) GDP
 - (b) MRTP
 - (c) OCTEI
 - (d) IDBI
9. Inflation caused by the revision of prices by the government is called:
 - (a) Deflation
 - (b) Cost pull inflation
 - (c) Disinflation
 - (d) Administered Pricing

10. Revenue raised through the printing of money is _____
- (a) Seigniorage (b) Shoe Leather Costs
(c) Whole Price Index (d) Reflation
11. _____ of the RBI and other banks are deducted before we calculate the stock of money.
- (a) Non-monetary liabilities
(b) Monetary liabilities
(c) Direct Liabilities
(d) Indirect Liabilities
12. A _____ liquidity ratio diverts banks from loans and advances to investment in government and other approved securities.
- (a) Balanced (b) Lower
(c) Higher (d) Direct
13. Budgetary deficit plus market borrowings and other liabilities of the Government of India is _____ .
- (a) Internal Debt (b) Primary Deficit
(c) Deficit Financing (d) Fiscal Deficit
14. _____ ratio decides that how much a commercial bank is going to have in form of cash and other readily convertible assets.
- (a) Revenue Expenditure
(b) Statutory Liquidity
(c) Target Plus
(d) Money Supply

15. India has huge pool of _____ force
(a) Armed (b) Political
(c) Police (d) Labour
16. _____ applicable to all establishments and all employees
(a) Payment of Bonus Act, 1965
(b) Trade Unions Act, 1926
(c) Maternity Benefit Act, 1961
(d) Payment of Gratuity Act, 1972
17. _____ is an exclusive right granted to the patent holder, for a limited period, as a reward of creative work based on his private initiative.
(a) Trademark (b) Brand
(c) Patent (d) Technical Change
18. Who is responsible for planning, coordinating, and directing technology-related activities of the organization?
(a) Technical employees
(b) Technology operators
(c) Technology owners
(d) Technology manager
19. Innovation in the recipient country in the fields of production, management, marketing, raw materials etc. known as _____ .
(a) Trade transfer (b) Technology transfer
(c) Skill transfer (d) Knowledge transfer
20. What is RTP?
(a) Retrieved Total Practice
(b) Recent Tender Practice
(c) Resistance Tenure Practice
(d) Restricted Trade Practice

21. _____ means an agreement to sell goods with a view to eliminate competition or any competitor.
- (a) Restriction on Buying
 - (b) Price Control Arrangement
 - (c) Collective Bidding
 - (d) Resale Price Maintenance
22. _____ includes the industrial development policies regulated by Central Government in India.
- (a) MRTP
 - (b) RBI
 - (c) SEBI
 - (d) IDRA
23. Based on the industrial licensing committee who approved industrial licenses?
- (a) IDRA (b) SIA
 - (c) FDI (d) EXIM
24. _____ and _____ are types of clean energy production.
- (a) Biomass/hydroelectric
 - (b) Lithium/cobalt
 - (c) Coal/animal wastes
 - (d) Cow dung/Inverter battery
25. The economic environment is a subset of _____ environment.
- (a) Socio – cultural (b) Dynamic
 - (c) Business (d) Ecological
26. The new economic policy was announce in _____
- (a) 1989 July (b) 1990 July
 - (c) 1991 July (d) 1992 July

27. The _____ acts on behalf of the Ministerial Conference on all WTO affairs.
- (a) Dumping (b) TRIPS
(c) GATT (d) general council
28. Expand TRIPS
- (a) Trade related Integrated policy Rights
(b) Trip related integrated passengers Rights
(c) Toss rolling Intellectual Political Rights
(d) Trade related Aspects of Intellectual Property Rights.
29. If we sell any product below its cost of production it's known as _____ .
- (a) Traiting (b) Dumping
(c) Selling (d) Low-cost selling
30. _____ are exclusive property rights that can be sold, transferred, willed, licensed or used as collateral, much like other valuable assets
- (a) Software (b) hardware
(c) Patent (d) Copyright
31. One which has, or may have, the effect of preventing, distorting or restricting competition in any manner is known as _____ .
- (a) Collective Bidding
(b) Capital Account Transactions
(c) SIC
(d) Restrictive Trade Practice
32. _____ Act was created to protect interests of the common man.
- (a) Patent Act (b) MRTP
(c) Industrial Act (d) Consumer protection Act

33. A group of investors decide not to go to quote any offer at an auction. It is known as _____ .
- (a) Collective Bidding
 - (b) SIC
 - (c) Price control arrangement
 - (d) restriction on Buying

Part B (7 × 6 = 42)

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

34. (a) “The relation between a business and an environment is not a one way affair”. Comment.

Or

- (b) Critically analyze the PESTLE factors which are used to assess the market of Mobile phone Industry.

35. (a) “Industry relies on Human Resource”. Discuss this statement.

Or

- (b) “Industrial Licensing is a very effective tolls used by the government to regulate the private sector”. Comment.

36. (a) What do you think, national income gives a correct picture of developments and growth in an economy? Justify your answer.

Or

- (b) Discuss how the RBI regulates the supply of money in the country.

37. (a) “Taxes are considered effective to control inflation”. Justify the statement.

Or

- (b) Does the principles of Labor Legislation practiced in our country facilitate industrial growth? Justify.

38. (a) Analyze the role of technology managers in the growth of Indian economy.

Or

(b) Discuss in brief about the methods of Technology transfer.

39. (a) “Growth of an industrial sector rests with the favorable political environment”. Substantiate this statement.

Or

(b) Critically analyze the significance of sustainable energy in the sustainable growth of the economy.

40. (a) “Trade liberalization in the 19th century is often called the first era of globalization”. Discuss.

Or

(b) “Instead of calling it World Trade Organization it should be called World Trade of Opportunities”. Do you agree? Justify.

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M.B.A. DEGREE EXAMINATION, DECEMBER 2023

ONLINE PROGRAMME EXAMINATIONS

First Year — Second Semester

Common for MBA (G/FM/LM/T/HRM)

BUSINESS LAWS

(CBCS – 2020 onwards)

Time : 2 Hours

Maximum : 75 Marks

Part A

(33 × 1 = 33)

Answer **all** questions.

Choose the correct answer.

1. When both offer and acceptance constituting an agreement are enforceable by law are made in words spoken (or) written
 - (a) Implied Contract
 - (b) Express Contract
 - (c) Quasi Contract
 - (d) Executed Contract

2. Word 'Void' Means
 - (a) not binding in law
 - (b) binding in law
 - (c) unlawful
 - (d) useful

3. When acceptance is given by words spoken (or) written (or) by Post (or) telegram is called
- (a) Implied acceptance
 - (b) Express acceptance
 - (c) Cross - offer
 - (d) Conditional acceptance
4. Acceptance must be given only by the Person to whom the _____ is made.
- (a) offer (b) acceptance
 - (c) cancel (d) breach
5. No consideration is necessary to create on _____
- (a) agency (b) contract
 - (c) Promisor (d) Promisee
6. Which section of the Indian contract act define free content
- (a) Sec 2 (b) Sec 5
 - (c) Sec 10 (d) Sec 20
7. The person to whom they are delivered is called
- (a) bailor (b) bailee
 - (c) pledge (d) sale
8. A person employed to do any act for another or to represent another in dealings with Third Persons
- (a) bailor (b) bailee
 - (c) agent (d) principal

9. There must be _____ distinct Parties to a contract of sale
- (a) one (b) two
(c) three (d) four
10. The money consideration for a sale of goods is known as
- (a) gold (b) price
(c) diamond (d) rupee
11. What is the regulatory authority of the carriage by Air act, 1972
- (a) Local body (b) International carriage
(c) Domestic (d) Road authority
12. Maritime lien is a claim on a
- (a) Flight (b) Bus
(c) Ship (d) Train
13. _____ is an instrument in writing containing an unconditional undertaking signed by the maker to pay sum of money
- (a) Bank note (b) Promissory Note
(c) Currency Note (d) Note
14. The negotiable Instrument is subject to Provisions of sec. _____ of the Reserve bank of India act 1934
- (a) 11 (b) 21
(c) 31 (d) 41

15. IRDA means
- (a) Indian Road Development Authority
 - (b) Insurance Regulatory and Development Authority
 - (c) Indian Rail Development Authority
 - (d) Insurance Road development Authority
16. Marine insurance is a contract related to loss against
- (a) Road
 - (b) Train
 - (c) Sea voyage
 - (d) Flight Journey
17. The document in which respective rights and obligations of the members of a partnership are set forth is called
- (a) Formation
 - (b) Partnership deed
 - (c) Dissolution
 - (d) Partnership
18. Partners who take an active Part in the conduct of the Partnership business are called
- (a) Dormant Partners
 - (b) Silent partners
 - (c) Partners in profit only
 - (d) Active Partners
19. When a Partner agrees to share his share of profits in a Partnership firm with an outsider, such an outsider is called
- (a) Sub-Partner
 - (b) Partner
 - (c) Active partner
 - (d) Silent Partner
20. LLP Act year
- (a) 2006
 - (b) 2007
 - (c) 2008
 - (d) 2010

21. Winding up of a LLP precedes its _____
- (a) LLP (b) Winding up voluntary
(c) Dissolution (d) Company
22. A company's _____ are the internal regulations of the company and for benefit of shareholders
- (a) Memorandum (b) Articles of Association
(c) LLP (d) Primary document
23. Companies Act, _____
- (a) 1947 (b) 1948
(c) 1950 (d) 1956
24. In a Private company minimum paidup capital is
- (a) Rs. 1 lakh (b) Rs. 50,000
(c) Rs. 10,000 (d) Rs 10 lakh
25. _____ means a company incorporated outside India but having a place of business in India
- (a) Family company (b) Government company
(c) Foreign company (d) Indian Company
26. Whole formation of a company Process may be divided into _____ stages
- (a) one (b) two
(c) three (d) four
27. OPC – means
- (a) Over Period company
(b) Outer Person company
(c) One Person company
(d) Other Person company

28. AGM - Mean
- (a) August General Meeting
 - (b) Annual General Meeting
 - (c) Associate General Meeting
 - (d) Authorized Govt Meeting
29. Exercising supervision over the activities of the certifying Authorities
- (a) The Controller (b) Registrar
 - (c) Manager (d) Supervisor
30. It refers to information captured through electronic mean
- (a) Electronics records (b) Electrical records
 - (c) Manual records (d) Technology records
31. The Right to information Act, _____ year
- (a) 2000 (b) 2005
 - (c) 2010 (d) 2015
32. The Right to information Act is also called
- (a) RTI act (b) RI Act
 - (c) R act (d) TRI Act
33. Sec 6 of the RTI act 2005 deals with
- (a) Request for obtaining information
 - (b) Rules on designation of Public information officer
 - (c) Winding up of Company
 - (d) Dissolution of Company

Part B

(7 × 6 = 42)

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

34. (a) Write short note about classification of contracts on the basis of validity.

Or

- (b) Write about communications of offer.

35. (a) Write short note about Quasi contract.

Or

- (b) State the rights of Surety.

36. (a) Explain the rights of unpaid seller.

Or

- (b) Explain about the carriage by road Act 2007.

37. (a) State the details about Parties to negotiable instruments

Or

- (b) Explain the essential elements of Fire insurance contract.

38. (a) Explain the important features of general insurance business Nationalization Act 1973.

Or

- (b) Explain about Memorandum of Association of the company.

39. (a) State the important duties of Director of the company.

Or

(b) Explain the importance of EGM.

40. (a) Explain about important features of Information technology Act 2020.

Or

(b) Discuss the significance of Right to information Act 2005.

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M.B.A. DEGREE EXAMINATION, DECEMBER 2023

ONLINE PROGRAMME EXAMINATIONS

First Year – Second Semester

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

MANAGEMENT INFORMATION SYSTEM

(CBCS – 2020 onwards)

Time : 2 Hours

Maximum : 75 Marks

Part A

(33 × 1 = 33)

Answer **all** questions.

1. GUI stands for _____
 - (a) Graphical User Interlink
 - (b) Graphical User Information
 - (c) Graphical User Interface
 - (d) Guided User Interface

2. _____ is subsystem, which is at the core of any information.
 - (a) user interface (b) data repository
 - (c) network (d) business rule

3. The objective of _____ is to device a solution for the problem identified during system analysis.
 - (a) Interview (b) System design
 - (c) Questionnaire (d) observation

4. In this phase the design of the system is translated into a code in any programming language.
- (a) Testing (b) coding
(c) Training (d) De-coding
5. EIS stands for
- (a) Executive information system
(b) Elder Information system
(c) Entry Information system
(d) Especialy information system
6. A business venture these days is open to _____ competition.
- (a) local (b) Rural
(c) Global (d) State level
7. Vendor for MFG/ Pro is
- (a) Oracle (b) People soft
(c) QAD (d) SAP
8. Vendor for Triton is
- (a) Oracle (b) People soft
(c) QAD (d) Bann
9. _____ is used as a method of presenting data in decision analysis.
- (a) Pay (b) Pay-off matrix
(c) Pay ship (d) Payment
10. _____ is a criterion of rationality which assumes equal probabilities of various states of nature.
- (a) Laplace criterion (b) Law criterion
(c) Strong criterion (d) Weak criterion

11. _____ is a marketing strategy in which advertising efforts are focus on a small group of highly targeted consumers.
- (a) Macro marketing (b) Broad marketing
(c) Market (d) Micro marketing
12. _____ model for decision making is a three phase model of problem solving which involves intelligence, design and choice.
- (a) carter (b) Simon
(c) Philip (d) Fayol
13. BBS stands for
- (a) Bombay business service
(b) Big business service
(c) Broadcasting business service
(d) Bulletin Board system
14. Who coined the term bulletin board system?
- (a) Lord Betan (b) Winston churchil
(c) Ward christensen (d) Bullet
15. UTP cable means
- (a) Unshielded twisted pair cable
(b) Shielded twisted pair cable
(c) Twisted pair cable
(d) Pair cable
16. STP cable means
- (a) Short term pair cable
(b) Onshileded twisted pair cable
(c) Shielded twisted pair cable
(d) Slow term pair cable

17. Which subsystem fosters customer loyalty towards a brand or a product or a company?
- (a) Market research subsystem
 - (b) sales subsystem
 - (c) Product Management
 - (d) Customer Relationship Management subsystem
18. HHTs are microprocessor-based simple devices used to communicate with any type of microprocessor based devices. HHT stands for
- (a) Hand held terminals
 - (b) Heavy-hold terminal
 - (c) Hand held touch screen
 - (d) High hertz tool
19. Butler pyramid model is a ——— layer model.
- (a) three (b) four
 - (c) five (d) seven
20. Broadband ISDN Service is a digital service in excess of ——— Mbps.
- (a) 1 (b) 1.544
 - (c) 2 (d) 2.488
21. B2B stands for
- (a) Business to business
 - (b) Business to british
 - (c) Batch to business
 - (d) Bridge to bridge

22. Facebook, linked In are examples of
(a) podcasts (b) social network
(c) microblogs (d) wikis
23. _____ Storage refers to the type of computer memory that has the capability to hold saved data even if the power is turned off.
(a) volatile (b) cache
(c) non-volatile (d) RAM
24. Which category of application software packages are built to suit a very large number of customers?
(a) tailored (b) bespoke software
(c) customer centric (d) off the shelf
25. _____ information would be used for medium/short-term planning by the middle management, budgets, forecasts, analysis, cash/funds flow projections, etc.
(a) strategic (b) tactical
(c) operational (d) fundamental
26. Highly integrated information systems like ERP Systems are process-oriented and one of the pre-requisites for the implementation of ERP systems is BPR. BPR is _____
(a) Business product reengineering
(b) Budget process reengineering
(c) Business process research
(d) Business Process reengineering
27. _____ is a stealth version of malicious code.
(a) worm (b) Trojan
(c) virus (d) logic bomb

28. _____ is one of the most difficult forms of attack against which an organization is to be secured.
- (a) hacking (b) malicious code
(c) worm (d) distributed denial of service
29. During the process of system implementation and maintenance, _____ is a conversion strategy where the old system is replaced with new system.
- (a) parallel conversion (b) direct cutover
(c) phased (d) pilot
30. The manager uses _____ report to get a preview of the future and for planning.
- (a) summary (b) exception
(c) predictive (d) on-demand
31. The life span of a MIS is approximately _____ years.
- (a) three to five (b) four to six
(c) five to ten (d) seven years
32. The way a network is laid out either physically or logically is referred to _____
- (a) topology (b) spectrum
(c) repeater (d) server
33. _____ is a branch of philosophy that deals with what is considered right and wrong in society.
- (a) Anthropology (b) metaphysics
(c) axiology (d) ethics

Part B

(7 × 6 = 42)

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

34. (a) What are the different components of information system?

Or

- (b) Explain the growing trends in modern businesses that demand for the use of MIS.

35. (a) Write a short note on decision making process and the type of decisions.

Or

- (b) How can DSS help make decisions?

36. (a) What are the applications of Artificial intelligence (AI)?

Or

- (b) What is the scope of information technology (IT) in organizations?

37. (a) Explain about online information services.

Or

- (b) Explain about local area network.

38. (a) Explain the features of MIS for market development.

Or

- (b) Explain briefly about communication servers.

39. (a) State the uses of social media in business organization.

Or

(b) Write a short note on types of computer system processing.

40. (a) Explain about global information technology management.

Or

(b) Explain the various risks to online operations.

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M.B.A. DEGREE EXAMINATION, DECEMBER 2023

ONLINE PROGRAMME EXAMINATIONS

First Year – Second Semester

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

HUMAN RESOURCE MANAGEMENT

(CBCS – 2020 onwards)

Time : 2 Hours

Maximum : 75 Marks

Part A

(33 × 1 = 33)

Answer **all** questions.

1. OWL is
 - (a) Quantity of women life
 - (b) Quality of women life
 - (c) Quantity of work life
 - (d) Quality of work life

2. The beginning of pie-industrial era in the evolution of HR is around
 - (a) 1100 AD (b) 700 AD
 - (c) 2000 AD (d) 1400 AD

3. Organizational _____ is used to make the organization competitive.
 - (a) Restructuring (b) Mirroring
 - (c) Monitoring (d) Behavior

4. 'Organizational design' deals with _____ aspects of organization.
- (a) Technical (b) Structural
(c) Behavioral (d) Virtual
5. _____ is one of the methods of collecting job analysis data.
- (a) personal observation
(b) interpersonal observation
(c) experiment
(d) case study
6. Succession planning was first introduced by _____
- (a) F. W. Taylor (b) Henry Fayol
(c) Peter Drucker (d) Maslow
7. _____ is the process of weeding out the unsuitable candidates.
- (a) selection (b) induction
(c) orientation (d) placement
8. _____ employees tend to be with a firm for a long time.
- (a) Ad-hoc (b) contract
(c) temporary (d) leased
9. _____ is a face-to-face personal appraisal method of evaluating the applicant.
- (a) Experiment (b) observation
(c) case study (d) interview

10. The interview proves to be almost a universal _____ tool.
- (a) Training (b) development
(c) selection (d) job evaluation
11. _____ is a technique by which a new employee is rehabilitated into the changed surroundings of a new company.
- (a) placement (b) orientation
(c) selection (d) promotion
12. _____ is one of the methods of off-the-job training.
- (a) conference (b) coaching
(c) understudy (d) job rotation
13. The _____ training purports to develop awareness and sentiments to one's own and others' behavioral patterns.
- (a) role-play (b) sensitivity
(c) case study (d) in-basket
14. _____ forms a favorite technique broadens the understanding of several business situations.
- (a) case study (b) vestibule training
(c) coaching (d) fringe benefits
15. _____ are extra financial motivation.
- (a) wage (b) salary
(c) incentives (d) fringe benefits

16. The employees are given freedom to choose how they want part of their remuneration to come to them is _____
- (a) Fringe benefit (b) salary
(c) wages (d) flexible salary system
17. Which is not the problem faced by employees at the work place?
- (a) interpersonal conflict
(b) social media threat
(c) gossip
(d) bullying
18. _____ refers to behavior which is intended to trouble or annoy someone.
- (a) retention (b) appraisal
(c) harassment (d) change
19. _____ is more reliable and easier under the paired comparison method.
- (a) ranking (b) grading
(c) checklist (d) forced choice
20. A set of objectives on descriptive statements about the employee and his behaviours is _____
- (a) ranking (b) graphic rating
(c) checklist (d) grading
21. _____ equity refers to equity shares offered to the company's employees on favourable terms.
- (a) sweat (b) sweep
(c) street (d) spot

22. There is no increase in the employee's pay as a result of promotion is _____ promotion.
- (a) limited (b) dry
(c) multiple chain (d) basic
23. _____ benefit is given to the dependents of an employee dies in an industrial accident.
- (a) funeral (b) sickness
(c) dependent (d) disablement
24. The workmen's compensation act was established by the government in the year _____.
- (a) 1948 (b) 1956
(c) 1923 (d) 1976
25. _____ is a mutual give and take method of arriving at the settlement of dispute.
- (a) trade unionism (b) collective bargaining
(c) arbitration (d) counseling
26. The code of discipline adopted by Indian labour conference in _____
- (a) 1957 (b) 1923
(c) 1948 (d) 1956
27. _____ research gives a complete understanding of human behavior in the context of organizations.
- (a) training (b) personnel
(c) payroll (d) health

28. Data recorded in electronic mode is called as _____
- (a) E-record (b) information system
(c) manual record (d) personnel record
29. _____ is used widely to check the organizational performance in the management of human resources.
- (a) HR accounting (b) HR audit
(c) HR management (d) HR development
30. The _____ may average from 30 per cent to 50 per cent of the basic salary.
- (a) incentives (b) reward
(c) bonus (d) benefit
31. Result oriented appraisal is also called _____
- (a) BARS
(b) MBO
(c) Assessment centers
(d) 360* appraisal
32. _____ is a process by which the employee is downgraded and sent to a lower position.
- (a) promotion (b) separation
(c) transfer (d) demotion
33. When an employee leaves the company on his own accord, it is known as _____ separation.
- (a) voluntary (b) involuntary
(c) forced (d) coerced

Part B

(7 × 6 = 42)

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

34. (a) Discuss the challenges in HRM.

Or

(b) Describe the roles and responsibilities of HR department.

35. (a) Describe personnel policies with illustration.

Or

(b) Discuss the merits and demerits of online recruitment.

36. (a) Describe the steps involved in designing and conducting the effective interviews.

Or

(b) Discuss the training methods for operations and supervisors.

37. (a) Describe on-the-job and off-the-job executive development methods.

Or

(b) Write a note on fringe benefits and flexi system.

38. (a) Illustrate the employment retention strategies for production and services industry.

Or

(b) Discuss the problem faced by the appraiser and appraisee during performance appraisal.

39. (a) Discuss the strategies adopted for managing promotions and transfers.

Or

(b) Describe the statutory and non-statutory benefits available for employees.

40. (a) Write an essay on workers participation in management.

Or

(b) Explain personnel research and personnel audit.

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**205431/205531/205631/
205731/205831**

M.B.A. DEGREE EXAMINATION, DECEMBER 2023

ONLINE PROGRAMME EXAMINATIONS

Second Year – Third Semester

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

MARKETING MANAGEMENT

(CBCS – 2020 onwards)

Time : 2 Hours

Maximum : 75 Marks

Part A

(33 × 1 = 33)

Answer **all** the questions.

Multiple choice questions.

1. Raw materials, labor, and sources of funding represent which kind of market?
(a) Basic (b) Primary
(c) Secondary (d) Resource
2. A Public Service Announcement encouraging people to wear masks during a pandemic outbreak represents what kind of marketed entity?
(a) Ideas (b) Services
(c) Experiences (d) Information
3. Which of these is NOT one of the five basic markets?
(a) Resource Markets
(b) Manufacturer Markets
(c) Educational Markets
(d) Consumer Markets

4. The process of identifying customers for whom the company will optimize its offering is called _____.
- (a) targeting
 - (b) dominance
 - (c) positioning
 - (d) segmentation
5. _____ focuses on identifying customers whose needs the company can fulfill by ensuring that its offerings are customized to their needs.
- (a) Tactical targeting
 - (b) The marketing mix
 - (c) Strategic targeting
 - (d) Product customization
6. Which of these is an accurate definition of the corporate mission?
- (a) A clear, concise, and enduring statement of the reasons for all organization's existence
 - (b) A detailed plan for implementing corporate vision
 - (c) A short and pithy summarize of the business plan
 - (d) An itemized list of the top corporate priorities
7. SBUs with only one or a few product lines are considered to have
- (a) limited portfolios
 - (b) noncompetitive portfolios
 - (c) diversified portfolios
 - (d) specialized portfolios

8. The A-B-C-D-E segments identified by statisticians and marketers studying the Brazilian consumer market are evidence of _____.
- (a) target marketing (b) consumer targeting
(c) consumerism (d) social stratification
9. After hearing her partner Sara reminisce about family holidays when everyone would gather around a piano and sing, Luna surprised her with a digital piano for her birthday. This is an example of _____ in consumer behavior.
- (a) indirect influence
(b) direct influence
(c) situational influence
(d) nostalgia marketing
10. Broadly speaking, _____ is the informational function that links a marketing organization with its target customers.
- (a) marketing research
(b) tactical research
(c) the marketing tactical plan
(d) the marketing mix
11. _____ provide diagnostic information about how and why we observe certain effects in the marketplace, and what that means to marketers.
- (a) Marketing insights
(b) Marketing metrics
(c) Marketing channels
(d) Marketing information systems

12. The basic capability of any product is known as its _____.
- (a) main operating mode
 - (a) prime function
 - (c) core functionality
 - (d) value proposition
13. A commodity offering that can't be meaningfully differentiated on the basis of the product itself or any associated services might still achieve differentiation through
- (a) branding (b) sales channels
 - (c) financing (d) reliability
14. PLC in marketing represents two main challenges. 1st an organization must be good at developing new product to replace old ones and 2nd it must be good at
- (a) Functioning (b) Marketing
 - (c) Selling (d) Adapting
15. Which of the following is not a characteristic of "Market Introduction Stage" in PLC?
- (a) Demands has to be created
 - (b) Costs are low
 - (c) Makes no money at this stage
 - (d) Slow sales volume to start
16. Various visual, verbal, and numerical indicators that convey information about price _____ are an important part of the psychology of pricing.
- (a) Pricing cues (b) Price tags
 - (c) Bar codes (d) QR codes

17. When consumers examine products, they often compare an observed price to an internal price they remember. This is known as a (n) _____ price.
- (a) markup (b) reference
(c) market-skimming (d) accumulated
18. Today's holistic marketers view the entire supply chain as a _____.
- (a) profit center (b) cost center
(c) value network (d) healthy competitor
19. Transportation companies, independent warehouses, banks, and advertising agencies assist in the distribution process but don't take title to goods or negotiate purchases or sales. This group of intermediaries are called collectively known as
- (a) wholesalers (b) facilitators
(c) agents (d) distributors
20. A direct distribution channel is a _____ channel.
- (a) one-level (b) two-level
(c) zero-level (d) three-level
21. Door-to-door sales, home parties, mail order, telemarketing, TV selling, online selling, and manufacturer-owned stores are examples of
- (a) zero-level channels
(b) jobbers
(c) wholesalers
(d) manufacturer's representatives

22. _____ involves direct interaction With one or more prospective buyers for the purpose of making presentations, answering questions, and procuring orders.
- (a) Direct marketing
 - (b) Personal selling
 - (c) Direct selling
 - (d) Sales consulting
23. _____ marketing, also known as network marketing, works by recruiting independent businesspeople who act as distributors.
- (a) Team-based (b) Virtual
 - (c) Multilevel (d) Distributed
24. In which of the following stages of personal selling does a salesperson tell the product story to the buyer?
- (a) Pre-approach (b) Prospecting
 - (c) Presentation (d) Closing
25. Radio is a particularly effective medium _____.
- (a) in the morning (b) in the evening
 - (c) at lunchtime (d) in the workplace
26. _____ involves materials resembling the publication editorial content but intended to promote the advertiser's product
- (a) Fake advertising
 - (b) Native advertising
 - (c) Promoter content
 - (d) Sponsor editorial

27. Paying to have products appear in TV shows and movies is known as
- (a) entertainment advertising
 - (b) in-show promotion
 - (c) native advertising
 - (d) product placement
28. When Reebok pays to have its ads appear on websites with sports- and fitness-related content, this is an example of _____.
- (a) contextual placement
 - (b) editorial promotion
 - (c) native advertising
 - (d) product placement
29. Which of the following is a disadvantage of using television as an advertising medium?
- (a) High relative cost
 - (b) Low audience attention
 - (c) Lack of reach among audience
 - (d) High audience selectivity
30. _____ describes activities whereby the company pays search engine companies to be featured in the results of particular keyword searches that serve as a proxy for the consumer's product or consumption interests.
- (a) Search engine marketing (SEM)
 - (b) Search marketing
 - (c) Search engine optimization (SEO)
 - (d) Paid search

31. Which of these is NOT one of the quadrants in the Product-Market Growth framework?
- (a) Market penetration
 - (b) Market retrenchment
 - (c) Market development
 - (d) Product development
32. The alternative to growing through mergers and acquisitions is commonly referred to as
- (a) organic growth (b) internal growth
 - (c) natural growth (d) self-directed growth
33. When a firm looks for ways to grow sales of its current offerings to its existing customers, it is using the _____ strategy.
- (a) new-market segment
 - (b) market-penetration
 - (c) geographical-expansion
 - (d) product development

Part B

(7 × 6 = 42)

Answer **all** the questions.

34. (a) Discuss the contemporary trends in social marketing with apt illustrations.

Or

- (b) Explain different basis for segmenting the market. Give examples.

35. (a) Explain the process of Liberalization, Privatization and Globalization (LPG) in India in the early 1990s.

Or

(b) Discuss the stages involved in consumer buying process.

36. (a) Define Marketing Research. Explain its types in detail.

Or

(b) Discuss the reasons for product failure and how to overcome those failures by the company. Give pertinent examples. (U6).

37. (a) Explain the stages of PLC with its appropriate strategies.

Or

(b) Define Regulated Pricing. Explain its merits and limitations.

38. (a) Distinguish Logistics Vs. Supply Chain Management with clear-cut dimensions.

Or

(b) Explain the role and functions of middlemen in a Retail Channel of an MNC.

39. (a) Distinguish Personal Selling vs. Impersonal Selling.

Or

(b) Discuss the functions of Public Relationship.

40. (a) Discuss the factors influencing in selecting a media for advertisement with relevant examples.

Or

- (b) Discuss the competitive strategies followed by Market Nichers.
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**M.B.A. DEGREE EXAMINATION,
DECEMBER 2023**

ONLINE PROGRAMME EXAMINATIONS

Second Year – Third Semester

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

FINANCIAL MANAGEMENT

(CBCS – 2020 onwards)

Time : 2 Hours

Maximum : 75 Marks

Part A

(33 × 1 = 33)

Answer **all** questions.

1. The concept of financial management is
 - (a) Profit maximization
 - (b) All features of obtaining and using financial resources for company operations
 - (c) Organization of funds
 - (d) Effective Management of every company

2. The finance manager is accountable for
 - (a) Earning capital assets of the company
 - (b) Effective management of a fund
 - (c) Arrangement of financial resources
 - (d) Proper utilisation of funds

3. Who is the central banking authority in India?
- (a) RBI
 - (b) NABARD
 - (c) Ministry of Finance
 - (d) SEBI
4. Name the section that mandate banks to maintain CRR with RBI
- (a) Section 42(1) RBI Act
 - (b) Section 24(1) RBI Act
 - (c) Section 42(1) BR Act
 - (d) Section 24(1) BR Act
5. If the nominal rate of interest is 10% per annum and there is quarterly compounding, the effective rate of interest will be
- (a) 10% per annum
 - (b) 10.10% per annum
 - (c) 10.25 % per annum
 - (d) 10.38% per annum
6. Relationship between annual nominal rate of interest and annual effective rate of interest, if frequency of compounding is greater than one
- (a) Effective rate > Nominal rate
 - (b) Effective rate < Nominal rate
 - (c) Effective rate = Nominal rate
 - (d) None of these

7. The owner of the debenture is qualified for
- (a) Fixed-rate interest
 - (b) Company's voting rights
 - (c) Firm's Profits share
 - (d) Fixed dividend
8. According section 55 of a company cannot issue redeemable preference shares for period exceeding
- (a) 6 years
 - (b) 8 years
 - (c) 12 years
 - (d) 20 years
9. To get a broad idea of the risk profile of a business, one should look at their _____
- (a) Capital structure
 - (b) Dividend policy
 - (c) Profit and loss statement
 - (d) None of these
10. In an organisation, the shareholders' wealth is represented by
- (a) The salary paid to employees
 - (b) The market price of a share
 - (c) The book value of a firm's assets
 - (d) None of these
11. Which of the following methods involves computing the cost of capital by dividing the dividend by market price/net proceeds per share?
- (a) Adjusted price method
 - (b) Price earning method
 - (c) Dividend yield method
 - (d) Adjusted dividend method

12. The premium that is considered to be the difference between the current yield on treasury bonds and the expected return on common stock is _____
- (a) Current risk premium
 - (b) Past risk premium
 - (c) Expected premium
 - (d) None of these
13. Dividend payout Ratio is _____
- (a) PAT Capital
 - (b) $DPS \div EPS$
 - (c) $\text{Pref. Dividend} \div PAT$
 - (d) $\text{Pref. Dividend} \div \text{Equity Dividend}$
14. Which of these options, apart from cash, are instruments to distribute profits to shareholders?
- (a) Stock purchase (b) Bonus shares
 - (c) Stock split (d) All of these
15. Which of the following would be the result of including flotation costs in the analysis of a project?
- (a) It will increase the initial outflow of cash for the project
 - (b) It will increase the rate of return for the project
 - (c) It will increase the Net Present Value (NPV) of the project
 - (d) It will have zero effect on the current value of the project

16. Which of the following is the term that describes the amount of time taken for a capital budgeting project to recover its initial investment?
- (a) Investment period
 - (b) Redemption period
 - (c) Payback period
 - (d) Maturity period
17. Which of the following are the disadvantages of using Modelling and Simulation?
- (a) Simulation requires manpower and it is a time-consuming process.
 - (b) Simulation results are difficult to translate. It requires experts to understand
 - (c) Simulation process is expensive
 - (d) All of the above
18. Which of the following is not an Application Areas of Modelling and Simulation?
- (a) Military applications
 - (b) Designing semiconductors
 - (c) Food industry
 - (d) Telecommunications.
19. _____ refers to the funds, which an organisation must possess to finance its day to day operations.
- (a) Retained earnings
 - (b) Fixed capital
 - (c) Working Capital
 - (d) All of these

20. _____ cycle analyses the accounts receivable, inventory, and accounts payable cycles in terms of a number of days?
- (a) Business (b) Current asset
(c) Operation (d) Operating
21. 'Buffer stock' is the level of stock
- (a) Half of the actual stock
(b) At which the ordering process should start
(c) Minimum stock level below which actual stock should not fall
(d) Maximum stock in inventory
22. Re-ordering level is calculated as
- (a) Maximum consumption rate \times Maximum re-order period
(b) Minimum consumption rate \times Minimum re-order period
(c) Maximum consumption rate \times Minimum re-order period
(d) Minimum consumption rate \times Maximum re-order period
23. Cash deposit with the bank with a maturity date after two months belongs to which of the following in the cash flow statement?
- (a) Financing Activities
(b) Cash and Cash Equivalent
(c) Operating Activities
(d) Investing Activities

24. A Mutual Fund Company receives a dividend of 20 Lakhs on its investments in another company's shares. Where will it appear in a cash flow statement?
- (a) Cash Flow from Investing Activities
 - (b) Cash Flow from Financing Activities
 - (c) No Cash Flow
 - (d) Cash Flow from Operating Activities
25. A bird in hand is better than two in the bush" principle related to which theory of dividend?
- (a) Walter J.E.
 - (b) Miller M and Modigliani F. theory
 - (c) Gordon's Model
 - (d) Residual theory of dividend
26. Relevance of dividend theory propounded by
- (a) Miller M and Modigliani F
 - (b) Lintner J.
 - (c) Walter J.E.
 - (d) Gordon
27. The main decision criterion in dividend decision is
- (a) Maximization of national income
 - (b) Maximization of shareholders wealth
 - (c) Maximization of profit
 - (d) None of these

28. Dividend policy determines
- (a) What portion of earning will be paid out to stock holders
 - (b) What portion will be retained in the business to finance long-term growth
 - (c) Only (a) and (b)
 - (d) Both (a) and (b)
29. Capital budgeting is a part of
- (a) Investment decision
 - (b) Capital structure
 - (c) Working capital management
 - (d) Marketing Management
30. Financial leverage helps one to estimate
- (a) Business risk (b) Financial risk
 - (c) Both risks (d) Production risk
31. Trading on equity is
- (a) Always beneficial (b) May be beneficial
 - (c) Never beneficial (d) None of these
32. The cash management refers to management of
- (a) Cash only
 - (b) Cash and bank balance
 - (c) Cash and near cash assets
 - (d) Fixed assets
33. Cost of capital refers to
- (a) Flotation cost
 - (b) Dividend
 - (c) Required rate of return
 - (d) None of these

Part B

(7 × 6 = 42)

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

34. (a) State the significance of financial management.

Or

(b) Distinguish between tax avoidance and tax evasion

35. (a) Explain the concept risk return trade off.

Or

(b) Explain the factors determining the fixed capital.

36. (a) Enumerate the powers of SEBI in capital issues.

Or

(b) State the importance of cost of capital.

37. (a) Explain the M.M. approach to capital structure.

Or

(b) Explain the stages involved in capital budgeting process.

38. (a) State the significance of decision tree analysis.

Or

(b) Explain the factors affecting Working Capital Requirements of a firm.

39. (a) State the objectives of inventory management.

Or

(b) Briefly explain the functions of credit management.

40. (a) Explain the assumptions and implications 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. DEGREE EXAMINATION, DECEMBER 2023

ONLINE PROGRAMME EXAMINATIONS

Second Year — Third Semester

Common for MBA (G/HRM)

INDUSTRIAL RELATIONS MANAGEMENT

(CBCS – 2020 onwards)

Time : 2 Hours

Maximum : 75 Marks

Part A

(33 × 1 = 33)

Answer **all** questions.

Choose the correct answer.

1. The principal chronicled session of Indian Constituent Assembly held its gathering on
 - (a) 9 December 1946
 - (b) 22 January 1947
 - (c) 15 August 1947
 - (d) 26 November 1949
2. _____ provides protection of life and personal liberty.
 - (a) Article 21
 - (b) Article 14
 - (c) Article 19
 - (d) Article 24

3. _____ that represent skilled workers belonging to a specific field like carpentry or welding.
- (a) General unions
 - (b) Craft unions
 - (c) Company Unions
 - (d) White collar unions
4. The Second Phase: Birth of A Trade Union is
- (a) 1901-1903 (b) 1918-1924
 - (c) 1924-1934 (d) 1935-1947
5. The twenty third session of INTUC in 1957 was conducted at _____.
- (a) Goa (b) Delhi
 - (c) Pune (d) Madurai
6. The year 2001 witnessed several amendments of great importance, made in the Trade Unions Act, 1926. However, such amendments came into force in the year of _____.
- (a) 2002 (b) 2003
 - (c) 2004 (d) 2005
7. The primary source of income to the unions is _____.
- (a) Government fund
 - (b) Company contribution
 - (c) Membership subscription
 - (d) Social fund

8. The tenure of office for the members of the Governing Body is _____.
- (a) Two years (b) Three years
- (c) Five years (d) Six years
9. The ILO's Governing Body has diagnosed _____ conventions as "fundamental", masking topics which are taken into consideration as fundamental ideas and rights at work.
- (a) Seven (b) Eight
- (c) Nine (d) Ten
10. Which among the following is NOT a voluntary welfare measure?
- (a) Facilities for sitting
- (b) Employee referral scheme
- (c) Flexi-time
- (d) Personal health care
11. Characteristics of Industrial Relations do not include:
- (a) Industrial Relations are outcome of employment relationship in an industrial enterprise
- (b) Industrial Relations promote the skills and methods of adjustment and co-operation with each other
- (c) Industrial Relations create complex rules and regulations to maintain cordial relations
- (d) Industrial Relations system creates an environment of distrust and conflict

12. Who are not the Actors of Industrial Relations?
- (a) Workers and their organisations
 - (b) Employers and their organisations
 - (c) Community and cultural associations
 - (d) Government and the role of the State
13. A conciliation officer is _____.
- (a) Trade union appointed person
 - (b) Employer representative
 - (c) Political member
 - (d) Government servant
14. Various alternative approach for negotiations include,
- (a) Collaborating (b) Avoiding
 - (c) Accomodating (d) All the above
15. The Industrial Disputes (Amendment and Miscellaneous Provisions) Act, 1956, introduces a _____ system for industrial adjudication.
- (a) Two-tier (b) Three-tier
 - (c) Four-tier (d) Unilateral
16. The _____ have jurisdiction to adjudicate industrial disputes referred under Section 10 which relates to:
- (1) wages, including the period and mode of payment;
 - (2) compensatory and other allowances; (3) hours of work and rest intervals; (4) leave with wages and holidays;
 - (5) bonus, profit-sharing, provident fund and gratuity.,
- (a) Labour court
 - (b) Industrial Tribunals
 - (c) National Tribunals
 - (d) District court

17. Which of the following cannot be regarded as a method of State Regulation of Wages?
- (a) Wage Boards
 - (b) A Statutory Minimum Wage
 - (c) Adjudication and arbitration awards
 - (d) Collective Bargaining
18. The Code applies to all public sector undertakings run as companies and corporations except in defense, railways and ports and docks. Among those, where the Code of Discipline applies with certain modifications include State Bank of India, the Department of Defence Production and
- (a) Reserve Bank of India
 - (b) ONGC
 - (c) GAIL
 - (d) NLC
19. Which of the following statements about wage differentials is not true?
- (a) Wage differentials can be attributed to imperfections in employment market
 - (b) Social prejudices do not influence the wage differentials
 - (c) Inter-industry wage differentials are bound to occur
 - (d) Geographical wage differentials are a common phenomenon

20. The characteristic feature of this type of withdrawal of labour is that the workmen suddenly withdraw their labour and bargain afterwards This type strike is called
- (a) Go-slow strike
 - (b) Pen-down strike
 - (c) Wildcat strike
 - (d) Hunger strike
21. According to the National Safety Council USA, accident prevention depends on _____.
- (a) Three E's (b) Four E's
 - (c) Five E's (d) None of the above
22. The objective of the which of the following act is to ensure adequate safety measures and to promote the health and welfare of the workers employed in factories
- (a) Factories Act 1948
 - (b) Employees' State Insurance Scheme 1948
 - (c) Workmen's Compensation Act 1923
 - (d) Industrial Dispute Act 1947
23. Which one of the following Labour Legislations provides comprehensive benefits to industrial workers in India?
- (a) Employee Provident Funds Act
 - (b) Employees' Compensation Act
 - (c) Employees' State Insurance Act
 - (d) Maternity Benefit Act

24. Personal injuries (Compensation Insurance) Act, 1963 is a supplemental enactment to
- (a) Industrial disputes act
 - (b) Factories act
 - (c) Workmen's Compensation Act
 - (d) Trade Union act
25. The _____ is designed to enlist the cooperation of subordinates in effecting improvements and in eliminating waste, and to provide an avenue for a working communication with the management.
- (a) Suggestions scheme
 - (b) Notice board
 - (c) House journals
 - (d) Weekly meeting
26. Which of these is not a method for upward communication?
- (a) Open-door policy
 - (b) Complaints
 - (c) Suggestion boxes
 - (d) Gossips
27. As per the Child Labour (Prohibition and Regulation) Act 1986, a child is defined as any person below the age of _____.
- (a) Eighteen
 - (b) Sixteen
 - (c) Fourteen
 - (d) Twelve

28. Knowledge workers are known for their special characteristics. Which among the following is NOT a special characteristics?
- (a) Analyzing skills
 - (b) Synthesize ability
 - (c) Evaluating information
 - (d) Good body language
29. Canteen is to be provided if engaging Employees more than _____ persons.
- (a) 250 (b) 230
 - (c) 300 (d) 275
30. Social security provided by a 'means test' is called:
- (a) Social Insurance
 - (b) Mutual Insurance
 - (c) Social Assurance
 - (d) Social Assistance
31. What does discipline mean in the context of the workplace?
- (a) Enforcing compliance and order
 - (b) A system of rules designed to improve and correct behaviour through teaching or training
 - (c) Punishment
 - (d) Exercising control
32. Which of the following is/are the non economic cause of dispute?
- (a) Ill-treatment by staff
 - (b) Sympathetic strike
 - (c) Indiscipline
 - (d) All of these

33. Which of the following cannot be a cause of strike?
- (a) Salary and incentive problems
 - (b) Discontinuity in services due to overage
 - (c) Wrongful discharge or dismissal of workmen
 - (d) Dissatisfaction with company policy

Part B

(7 × 6 = 42)

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

34. (a) What are the fundamental rights of state policy?

Or

- (b) Explain the concept of labour movement.

35. (a) Explain the role of internal trade union.

Or

- (b) Write a brief note about International labour movement.

36. (a) Explain about welfare funds.

Or

- (b) Mention the Social obligations of Industry.

37. (a) Explain about works committee.

Or

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

38. (a) Explain the code of conduct.

Or

(b) Describe the measures to be taken to stop strikes and lockouts disputes.

39. (a) Explain the history of growth of trade unions.

Or

(b) Discuss about grievance redressal mechanism.

40. (a) Describe upward communication with example.

Or

(b) Briefly explain the relationship between education and social development.

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M.B.A. DEGREE EXAMINATION, DECEMBER 2023

ONLINE PROGRAMME EXAMINATIONS

Second Year — Third Semester

Common for MBA (G/HRM)

LABOUR LEGISLATIONS – I

(CBCS – 2020 onwards)

Time : 2 Hours

Maximum : 75 Marks

Part A

(33 × 1 = 33)

Answer **all** questions.

Choose the correct answer.

1. Who is an adult as per Factories Act, 1948?
 - (a) Who has completed 18 years of age
 - (b) Who is less than 18 years
 - (c) Who is more than 14 years
 - (d) Who is more than 15 years

2. The Factories Act, 1948 requires the appointment of the 'Safety Officer' in factories employing at least
 - (a) 250 workers
 - (b) 500 workers
 - (c) 1000 workers
 - (d) None of the above

3. Who is liable to pay the fee for a Certificate of Fitness?
- (a) The person himself
 - (b) The person's guardian
 - (c) The occupier of the factory
 - (d) Trade Union
4. To close down a factory, the occupier has to give _____ days notice to the authorities.
- (a) 30 Days (b) 60 Days
 - (c) 90 Days (d) 14 Days
5. Under Workmen's Compensation Act, 1923
- (a) Individual manager subordinate to an employer cannot act as managing agent
 - (b) Managing agent includes an individual manager subordinate to an employer
 - (c) Only employer can act as managing agent
 - (d) The appropriate government shall appoint managing agent
6. Under Workmens' Compensation Act, employer shall not be liable to pay compensation in respect of any injury which does not result in the total or partial disablement of the workman for a period exceeding _____ days;
- (a) 7 (b) 3
 - (c) 5 (d) 2

7. Section 16 of the Employees Compensation Act 1923 provides?
- (a) Returns as to compensation
 - (b) Appearance of parties
 - (c) Effect of failure to register agreement
 - (d) Recovery
8. Which section of the Employees Compensation Act 1923 deals with Powers and procedure of Commissioners?
- (a) Section 23 (b) Section 24
 - (c) Section 27 (d) Section 29
9. The dispute of individual workman is deemed to be industrial dispute if the dispute or difference is connected with or arising out of the following where no other workman nor any union of workman is a party to the dispute.
- (a) Grievance of an individual workman
 - (b) Discharge of an individual workman
 - (c) Dismissal of an individual workman
 - (d) Discharge, dismissal, retrenchment or otherwise termination of services of an individual workman
10. The provision of minimum of one year and maximum of three years of operation under the Industrial Disputes Act is related to which of the following?
- (a) Converted settlement
 - (b) Award
 - (c) Settlement
 - (d) None of the above

11. Which is the correct order of settlement of industrial disputes?
- (i) Industrial Tribunal
 - (ii) National Tribunal
 - (iii) Conciliation
 - (iv) Labour Court
- (a) (iii), (i), (iv), (ii) (b) (iii), (iv), (i), (ii)
(c) (i), (iv), (iii), (ii) (d) (iii), (ii), (iv), (i)
12. 'First come last go and last come first go' is the principle of
- (a) Lay-off (b) Closure
(c) Retrenchment (d) Dismissal
13. Unfair labour practices are codified in the Industrial disputes Act in section _____ and _____.
- (a) 2(ra) and 23 (b) 2a and 25
(c) 3b and 25 (d) 3a and 26
14. The parties acting under _____ are required to select any person or persons including the presiding officer of a Labour Court, Tribunal or National Tribunal to arbitrate in a dispute.
- (a) Section 10 A (b) Sections 12 (3)
(c) Section 13 (3) (d) Section 15
15. Subject to the provisions of Shops and Establishment Act 1947, no person employed in any establishment shall be required or allowed to work for more than _____ in any day.
- (a) 7 hours (b) 8 hours
(c) 10 hours (d) 11 hours

16. Under the Shops and Establishments act, 1947, the wages of every person employed shall be paid before the expiry of the _____ after the last day of the wage period in respect of which the wages are payable.
- (a) Second day (b) Fourth day
(c) Fifth day (d) Seventh day
17. The ESI scheme is yet to be implemented
- (a) Arunachal Pradesh
(b) Lakshadweep
(c) Jammu and Kashmir
(d) Both (a) and (b)
18. Which chapter of the ESI act deals with contributions?
- (a) Chapter IV (b) Chapter V
(c) Chapter VI (d) Chapter VIII
19. Inspectors are appointed by
- (a) Corporation
(b) Central government
(c) State government
(d) Occupier
20. If central government finds any insured person misusing the benefits provided under the act, it has the power to disentitle the person under which section of the ESI act?
- (a) Section 89 (b) Section 90
(c) Section 91A (d) Section 91B

21. Employees' Provident Funds Appellate Tribunal was constituted under Section _____ the this act
- (a) 7D
 - (b) 6A
 - (c) 7C
 - (d) 6D
22. The accounts of the Central Board is audited annually by
- (a) Central Provident Fund Commissioner
 - (b) Comptroller and Auditor-General of India
 - (c) Any auditor appointed by Central Government
 - (d) Any auditor appointed by the Chairman of Central Board
23. Section 15 of the Employees Provident Fund and Miscellaneous Provisions Act 1952 deals with _____?
- (a) Power to exempt
 - (b) Special provisions relating to existing provident funds
 - (c) Power to recover damages
 - (d) Power to make rules
24. Under Section 13 of the Employees Provident Funds and Miscellaneous Provisions Act, 1952 the Inspector is appointed by the _____ for the purpose of the Act and the Scheme.
- (a) State Government
 - (b) Appropriate Government
 - (c) Supreme court
 - (d) ESIC

25. _____ of the Act provides for the transfer of accounts of an employee in case if his leaving the employment and taking up employment in another establishment.
- (a) Section 17-A (b) Section 16(2)
- (c) Section 18 (d) Section 19
26. Under this act, how many members are appointed by the Central Government in Central Board representing employees in the establishments to which the Scheme applies.
- (a) 15 (b) 10
- (c) 12 (d) 20
27. As per Contract Labour (Regulation and Abolition) Act, 1970, what is the minimum number of contract labourers ordinarily to be employed by a contractor so that the employer must provide a canteen?
- (a) 100 (b) 150
- (c) 250 (d) 500
28. Contract Labour (Regulation and Abolition) Act, 1970 applies to every establishment / contractor in which _____ workmen are employed or were employed on any day of the preceding twelve months as contract labour.
- (a) Ten or more
- (b) Fifteen
- (c) Twenty or more
- (d) Twenty-five or more

29. Section 2 (K) of the Factories Act 1948 Says about
- (a) Manufacturing Process
 - (b) Factory
 - (c) Worker
 - (d) None of these
30. As per Factories Act 1948, who shall be an Inspector for his district
- (a) Tahsildar
 - (b) Sub Divisional Magistrate
 - (c) Labour Officer
 - (d) District Magistrate
31. Voluntary arbitration is one of the effective modes of settlement of industrial dispute, which supplements _____.
- (a) Capitalism
 - (b) Collective bargaining
 - (c) Political influence
 - (d) None of the above
32. The final stage in the settlement of industrial disputes is _____.
- (a) Compulsory arbitration
 - (b) Conciliation
 - (c) Works committee
 - (d) Strike

33. Which section of The Employees Provident Fund & Miscellaneous Provisions Act 1952 deals with Priority of payment of contributions over other debts.?
- (a) Section 12 (b) Section 11
(c) Section 14 (d) Section 20

Part B

(7 × 6 = 42)

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

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

Or

- (b) Explain the role and responsibilities of safety officer under Factories Act. 1948.

35. (a) How the amount of compensation is calculated?

Or

- (b) Write in brief about remedies of employer against stranger.

36. (a) Describe the constitution and function of works committee for settlement of industrial disputes.

Or

- (b) Explain the types of strikes.

37. (a) Explain about miscellaneous provision offences by companies.

Or

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

38. (a) Discuss about the standing committee.

Or

(b) What are the offences and penalties?

39. (a) Describe about the contributions on the Employees Provident funds Scheme.

Or

(b) Describe about appointment of Inspectors and their duties under Employees Provident Fund act.

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

Or

(b) Describe the relation between employer and employee in contract labour act.

N-0522

Sub. Code

**205435A3/
205835**

M.B.A. DEGREE EXAMINATION, DECEMBER 2023.

ONLINE PROGRAMME EXAMINATIONS

Second Year – Third Semester

Common for MBA (G)/(HRM)

TRAINING AND DEVELOPMENT

(CBCS – 2020 onwards)

Time : 2 Hours

Maximum : 75 Marks

Part A

(33 × 1 = 33)

Answer **all** questions.

1. _____ refers to the learning opportunities designed to help employees grow.
 - (a) Training
 - (b) Development
 - (c) Education
 - (d) All of the above

2. How does training and development offer competitive advantage to an organization?
 - (a) Removing performance deficiencies
 - (b) Deficiency is caused by a lack of ability
 - (c) Individuals have the aptitude and motivation to learn
 - (d) None of the above.

3. Which training method involves employees learning by observing and imitating the actions of others?
 - (a) Simulation training
 - (b) Role-playing
 - (c) Social learning
 - (d) E-learning

4. Which type of training program focuses on enhancing employees understanding of cultural differences and fostering inclusivity?
 - (a) Diversity training
 - (b) Technical training
 - (c) Leadership development
 - (d) Compliance training

5. What type of training organization primarily focuses on providing training services to multiple companies across various industries?
 - (a) Corporate universities
 - (b) Independent training consultants
 - (c) Commercial training providers
 - (d) In-house training departments

6. Which training organization is established within a specific company or organization to cater to its internal training needs?
 - (a) Corporate universities
 - (b) Independent training consultants
 - (c) Commercial training providers
 - (d) In-house training departments

7. Which learning theory emphasizes that learning occurs through hands-on experience and practical application?
 - (a) Behaviorism
 - (b) Constructivism
 - (c) Social learning theory
 - (d) Cognitive theory

8. In a manufacturing setup aiming to improve quality control, which training approach is focused on statistical methods and problem-solving techniques?
 - (a) Technical training
 - (b) Six Sigma training
 - (c) Soft skills training
 - (d) Leadership development programs

9. In a service organization aiming to enhance employee adaptability to new technology and software systems, which training method is most suitable?
 - (a) Lectures by IT specialists
 - (b) Blended learning with online modules and hands-on practice
 - (c) Team-building exercises
 - (d) Case studies on technology implementation

10. Which duty falls within the scope of middle managers in an organizational hierarchy?
 - (a) Formulating organizational strategies
 - (b) Supervising frontline employees
 - (c) Setting the company's overall vision
 - (d) Overseeing the entire organizations operations

11. What skill is crucial for managers to effectively lead diverse teams?
 - (a) Technical expertise in the field
 - (b) Communication and interpersonal skills
 - (c) Proficiency in financial analysis
 - (d) Mastery of marketing strategies

12. In which training do employees learn how to manage stress, build resilience, and maintain mental well-being?
 - (a) Soft skills training
 - (b) Time management training
 - (c) Stress management training
 - (d) Diversity training

13. Which training focuses on teaching employees about customer service best practices, empathy, and problem-solving?
 - (a) Leadership training
 - (b) Sales training
 - (c) Communication skills training
 - (d) Technical skills training

14. Which training area involves teaching employees about sustainability practices, environmental responsibility, and conservation efforts?
 - (a) Compliance training
 - (b) Leadership training
 - (c) Environmental training
 - (d) Diversity training

15. In which training area do employees learn about project management methodologies, task delegation, and goal setting?
- (a) Technical skills training
 - (b) Time management training
 - (c) Leadership training
 - (d) Non-Technical Skill Training
16. Which program is designed to expose high-potential executives to various departments and functions within an organization?
- (a) Mentoring program
 - (b) Leadership development program
 - (c) Job rotation
 - (d) Technical skills training
17. What's the primary focus of coaching as a part of executive development programs?
- (a) Team building
 - (b) Skill acquisition
 - (c) Performance appraisal
 - (d) Cultural integration
18. What is the key focus of a 360-degree feedback evaluation method?
- (a) Obtaining feedback only from supervisors
 - (b) Gaining feedback from multiple sources including peers, subordinates, and supervisors
 - (c) Reviewing individual performance without external inputs
 - (d) Relying solely on self-assessment

19. Which evaluation method primarily measures the return on investment (ROI) of executive development programs?
- (a) Kirkpatrick's model
 - (b) Summative evaluation
 - (c) Formative evaluation
 - (d) Results-based assessment
20. What is the primary purpose of conducting post-training evaluations?
- (a) Assessing the effectiveness of the training program
 - (b) Assigning blame for any training failures
 - (c) Identifying individual employees' weaknesses
 - (d) Reviewing the duration of the training sessions
21. Which evaluation level in Kirkpatrick's model assesses the extent of behavior change exhibited by employees after training?
- (a) Level 1: Reaction
 - (b) Level 2: Learning
 - (c) Level 3: Behavior
 - (d) Level 4: Results
22. How is Return on Investment (ROI) typically calculated concerning training programs?
- (a) Subtracting the training costs from the revenue generated
 - (b) Dividing the total training costs by the number of trainees
 - (c) Comparing the training costs to the company's profit margin
 - (d) Dividing the benefits gained from training by the costs of the training

23. What is the significance of calculating the ROI of training programs?
- (a) To determine the popularity of training methods
 - (b) To measure the success of training in monetary terms
 - (c) To identify individual employee performance levels
 - (d) To assess the overall company turnover rate
24. Which approach allows employees to personalize their learning paths based on their strengths and weaknesses?
- (a) Adaptive learning
 - (b) Group discussions
 - (c) Lecture method
 - (d) Mentorship programs
25. What is the significance of the National Skill Development Corporation (NSDC) in India's training landscape?
- (a) It primarily focuses on providing formal university education.
 - (b) It promotes entrepreneurship and small business development.
 - (c) It aims to bridge the skill gap by fostering skill development initiatives.
 - (d) It focuses solely on promoting traditional skills like handicrafts.
26. Which training and development program in India primarily focuses on empowering youth by providing skills for employment?
- (a) SWAYAM
 - (b) National Apprenticeship Promotion Scheme (NAPS)
 - (c) Pradhan Mantri Kaushal Vikas Yojana (PMKVY)
 - (d) Skill India

27. What is a significant challenge faced by the Indian training and development sector?
- (a) High government funding for skill development
 - (b) Limited availability of vocational training centers
 - (c) Excessive reliance on foreign training methodologies
 - (d) Lack of skilled trainers and instructors
28. Which initiative in India focuses on providing skill development training to over 400 million people by 2022?
- (a) Skill India
 - (b) National Apprenticeship Promotion Scheme (NAPS)
 - (c) Pradhan Mantri Kaushal Vikas Yojana (PMKVY)
 - (d) SWAYAM
29. Which organization in India is responsible for formulating national policies and programs for the development of vocational education and training?
- (a) National Institute of Open Schooling (NIOS)
 - (b) Ministry of Human Resource Development (MHRD)
 - (c) National Skill Development Corporation (NSDC)
 - (d) Directorate General of Training (DGT)
30. What term refers to the systematic process of identifying, developing, and retaining talented employees within an organization?
- (a) Succession planning
 - (b) Career development
 - (c) Talent management
 - (d) Performance management

31. Which training method allows trainees to gain practical experience while being guided by an experienced professional?
- (a) Apprenticeship
 - (b) Job rotation
 - (c) Classroom training
 - (d) Lectures
32. Which evaluation method gathers feedback from supervisors, peers, and subordinates about an employee's performance?
- (a) 360-degree feedback
 - (b) Self-assessment
 - (c) Managerial review
 - (d) Summative evaluation
33. What is the primary objective of diversity training programs?
- (a) To increase employee turnover
 - (b) To reduce cultural differences
 - (c) To foster an inclusive workplace
 - (d) To eliminate individuality

Part B

(7 × 6 = 42)

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

34. (a) Explain the objectives of training.
Or
(b) Explain the concepts of performance consulting.
35. (a) Discuss briefly about operational level training.
Or
(b) Explain the need assessment of training.

36. (a) Discuss about Tax slab for state and central.

Or

(b) Explain the challenges and responsibilities of training manager.

37. (a) Explain the features of organizational climate.

Or

(b) Write the concepts of on the job training.

38. (a) Describe the significance of executive development programmes.

Or

(b) Discuss about evaluation of effectiveness of training.

39. (a) Explain the concept of Return on Investment.

Or

(b) Explain the factors for fixing duration.

40. (a) Discuss the government policy on training.

Or

(b) Explain the Advantages cost benefit analysis.

N-0530

Sub. Code

**205442A1/
205841**

M.B.A.DEGREE EXAMINATION, DECEMBER 2023.

ONLINE PROGRAMME EXAMINATIONS

Second Year - Fourth Semester

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

COMPENSATION MANAGEMENT

(CBCS – 2020 onwards)

Time : 2 Hours

Maximum : 75 Marks

Part A

(33 × 1 = 33)

Answer **all** questions.

1. Who receives the wages?
 - (a) employee
 - (b) labour
 - (c) Manager
 - (d) Board of director
2. The first Wage Board was appointed for the which Industry in march 1957?
 - (a) Cotton textile industry
 - (b) Metal Industry
 - (c) Chemical Industry
 - (d) Steel plants
3. Wage fund theory is propound by
 - (a) Adam Smith (1723-1790)
 - (b) J.S. Mill (1723-1790)
 - (c) David Ricardo (1772-1823)
 - (d) Karl Marx (1818-1883)

4. Which of the following factor influence(s) employee compensation?
(a) Labour market (b) Cost of living
(c) Labour unions (d) All of the above
5. Minimum Wages Act was passed in the year?
(a) 1938 (b) 1942
(c) 1948 (d) 1979
6. The _____ criterion is considered as an automatic minimum equity pay criterion.
(a) Standard of living (b) Standard output
(c) Cost of living (d) Cost of production
7. The third phase of trade unionism in India began from
(a) 1936 (b) 1939
(c) 1944 (d) 1947
8. In the labor market if the labor is in short supply than the wage rate is _____
(a) Low (b) High
(c) Reasonable (d) Lowest
9. _____ is determined by keeping in view the national income and the capacity of the firm to pay.
(a) Minimum wage (b) Fire wage
(c) Living wage (d) High wage
10. Which among the following is a 'non-quantifiable' aspect of compensation during salary survey?
(a) Geographical Location
(b) Bonuses
(c) Base salaries
(d) Merit increase

11. _____ is a Statutory benefit.
- (a) Washing allowance
 - (b) group insurance
 - (c) conveyance allowance
 - (d) Gratuity
12. Basically there are _____ types of incentives schemes.
- (a) 4 (b) 5
 - (c) 7 (d) 10
13. _____ are allowed to executives and include club membership, paid holidays, furnished house, stock option schemes.
- (a) Incentive (b) Perquisites
 - (c) Benefits (d) None of the above
14. Under _____ plan of profit sharing, each employee's share of profit is held by the company in trust for distribution at a later date.
- (a) Deferred payment
 - (b) Combination
 - (c) Current distribution
 - (d) Periodic
15. The systematic way of determining the worth of all the jobs within any organization is called
- (a) compensable evaluation
 - (b) job evaluation
 - (c) benchmark job
 - (d) job promotion structure

16. Which plans are designed as a 'tax favoured way' to deliver stock to the employees?
- (a) Incentive stock options
 - (b) Non-qualified stock options
 - (c) Deferred payment
 - (d) Mixed stock option
17. _____ refer to the values used to assess a business' success in reaching its goals.
- (a) Key performance parameters (KPP)
 - (b) Key performance indicators (KPI)
 - (c) Objectives
 - (d) Strategy
18. _____ rewards are the satisfaction that an individual obtains from the job itself.
- (a) Extrinsic (b) Environmental
 - (c) Intrinsic (d) Membership
19. _____ refers to the upward movement of an employee from one job to another higher one, with increase in salary, status and responsibilities.
- (a) Demotion (b) Transfer
 - (c) Separation (d) Promotion
20. For promotion of fair wages agreement in more organized industries, the Government appointed a Committee on Fair Wages in _____
- (a) 1939 (b) 1947
 - (c) 1949 (d) 1950

21. Which of the following of the pay covers health insurance?
- (a) Direct Pay (b) Basic Pay
(c) Indirect Pay (d) Incentive Pay
22. ROI stands for
- (a) Rate of Interest (b) Rate of Investment
(c) Return on Interest (d) Return on Investment
23. The Payment of bonus Act was passed on the year _____
- (a) 1948 (b) 1955
(c) 1960 (d) 1965
24. The claim for bonus should fill the gap between _____ and _____
- (a) daily wage, weekly wage
(b) present wage, living wage
(c) present wage, daily wage
(d) weekly wage, living wage
25. Which of the following Stakeholder's views on Stock Options is upside for company?
- (a) Flexible
(b) Dilution of Equity
(c) No Cost to Company
(d) Performance gaming

26. An expatriate is a person who is _____
- (a) A citizen of the country where the headquarters of the company is domiciled.
 - (b) Assigned to work in another country
 - (c) Both (a) and (b)
 - (d) Neither (a) nor (b)
27. Which of the following is not a motivational factor affected by compensation?
- (a) Job Satisfaction (b) Retention
 - (c) Work Productivity (d) Experience
28. Halsey Plan of Incentive is guaranteeing wages on _____
- (a) Time Basis (b) Cost Basis
 - (c) Work Basis (d) Experience Basis
29. Autonomy type of reward comes under _____
- (a) Extrinsic (b) Intrinsic
 - (c) Financial (d) Social
30. Under which plan does the group supervisor gets a share from the bonus?
- (a) Halsey Plan
 - (b) Rowan Plan
 - (c) Priest Man Bonus Plan
 - (d) Scalar Plan
31. Which of the following is not the kind of assistance provided by the trade unions?
- (a) Education and Training
 - (b) Legal Help
 - (c) Financial Discounts
 - (d) Housing Arrangements

32. The purpose of the pay survey is to determine

- _____
- (a) Average Compensation
 - (b) Work Efficiency
 - (c) Incentives
 - (d) Bonus Wages

33. Company Car is a _____ component of Remuneration.

- (a) Wages
- (b) Prerequisites
- (c) Benefits
- (d) Incentives

Part B

(7 × 6 = 42)

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

34. (a) List down the macroeconomic and microeconomic factors affecting compensation.

Or

(b) Describe the principles of wage and salary administration.

35. (a) Discuss the elements of good wage plan.

Or

(b) Write a note on Trade unionism.

36. (a) How to perform pay survey?

Or

(b) Explain about monetary incentive plans.

37. (a) Discuss about fringe benefits.

Or

(b) Explain about Employee Stock option plan.

38. (a) List down the determinants of incentives.

Or

(b) Explain the bases of promotions.

39. (a) Describe the structure of performance compensation.

Or

(b) What are the key provisions of payment of wages Act?

40. (a) Explain the concept of executive compensation.

Or

(b) Mention the types of wage incentive plans.

N-0531

Sub. Code

**205443A2/
205844**

M.B.A. DEGREE EXAMINATION, DECEMBER 2023

ONLINE PROGRAMME EXAMINATIONS

Second Year – Fourth Semester

(Common for M.B.A. (General / HRM))

LABOUR LEGISLATIONS - II

(CBCS – 2020 onwards)

Time : 2 Hours

Maximum : 75 Marks

Part – A

(33 × 1 = 33)

Answer **all** questions.

1. The _____ has played a key role in promoting international labour standards.
 - (a) International Labour Organization (ILO)
 - (b) World Health Organization
 - (c) United Nations Council
 - (d) World Trade Organization

2. The scheme of the Payment of Bonus Act is considered to be four dimensional.
 - (a) Two
 - (b) Three
 - (c) Four
 - (d) Six

3. A person who is learning a trade from a skilled employer, having agreed to work for a fixed period at low wages is called _____
- (a) Probationer (b) Contract employee
(c) Apprentice (d) Unskilled laborer
4. _____ of the Act mentions the reasons which can cause the employees to be disqualified from being eligible for the bonus.
- (a) Section 3 (b) Section 5
(c) Section 8 (d) Section 9
5. Which refers to the bonuses which payable in case a policy matures or death occurs in between the two successive bonus declaration dates?
- (a) Customary bonus
(b) Interim bonus
(c) Additional bonus
(d) None of the above
6. _____ deals with the computation of the number of working days.
- (a) Section 14 (b) Section 12
(c) Section 11 (d) Section 10
7. Which refers to provision wherein if the allocable surplus exceeds the amount of maximum bonus payable as prescribed, then, the excess is carried forward for being set on in the succeeding accounting year and so on as mentioned in the Act?
- (a) Set-off (b) Set-on
(c) Set-in (d) Set-out

8. _____ is an independent person or body officially appointed to settle a dispute.
- (a) Probationer (b) Inspector
(c) Arbitrator (d) Labor officer
9. _____ means retirement of the employee because of advanced age.
- (a) Voluntary retirement scheme
(b) Separation
(c) Retrenchment
(d) Superannuation
10. The payment of gratuity act came into force in the year
- (a) 1965 (b) 1972
(c) 1975 (d) 1978
11. The power is vested in the _____ to make the act applicable to payment of wages to any class of persons employed in any establishment or class of establishments specified in section 2(h) by giving 3 months notice to that effect.
- (a) Central Government
(b) Acting Government
(c) State Government
(d) Judicial Court
12. Which of the following is not included under the definition of wages given under the Payment of Wages Act, 1936?
- (a) Basic Wage
(b) Dearness Allowance
(c) Incentive
(d) Gratuity

13. According to Payment of Wages Act, the maximum wage period or payment of wages to employees by employer should not exceed
- (a) 45 days (b) 15 days
(c) 30 days (d) 60 days
14. The total amount of deductions from wages of employees should not exceed _____ percentage.
- (a) 50% (b) 70%
(c) 25% (d) 40%
15. _____ empowers the state governments to appoint an authority by the issue of notification for a specified area to hear and decide and dispose of all claims.
- (a) Section 12 (b) Section 14
(c) Section 15 (d) Section 16
16. An Inspector appointed under sub-section (1) of section 8 of the _____ (63 of 1948), shall be an Inspector for the purposes of Payment of Wages Act in respect of all factories within the local limits assigned to him.
- (a) Companies Act
(b) Factories Act
(c) Industrial disputes act
(d) Trade Union Act
17. Minimum Wages Act was passed in the year?
- (a) 1938 (b) 1942
(c) 1948 (d) 1979
18. _____ of the Minimum Wages Act deals with the provisions of constituents of minimum rate of wages.
- (a) Section 3 (b) Section 4
(c) Section 5 (d) Section 6

19. In Payment of Minimum Rates of Wages, _____ specifies the conditions for fixing hours for normal working day etc.,
- (a) Section 12 (b) Section 13
(c) Section 15 (d) Section 16
20. Section 9 of the Minimum Wages Act deals with the composition of _____
- (a) Advisory board (b) Records
(c) Notices (d) Claims
21. The minimum number of members of an assembly or society that must be present at any of its meetings to make the proceedings of that meeting valid is called _____
- (a) Team (b) Trade union
(c) Quorum (d) Plaintiff
22. The minimum wages as fixed under the Minimum Wages Act, 1948 must be revised at least once in
- (a) 2 years (b) 3 years
(c) 5 years (d) No mention under the Act
23. The Industrial Employment (Standing Orders) Act was passed in the year _____
- (a) 1938 (b) 1946
(c) 1948 (d) 1961
24. The Act applies to every industrial establishment wherein _____ workmen are employed, or were employed on any day of the preceding 12 months.
- (a) 20 or more (b) 30 or more
(c) 40 or more (d) 100 or more

25. An authority who is appointed by the appropriate government by notification in the official Gazette to exercise in such area as may be specified?
- (a) Appellate Authority
 - (b) Certifying officer
 - (c) Acting officer
 - (d) None of the above
26. How many copies have to be submitted to the certifying officer while making any modifications in the standing orders?
- (a) 10
 - (b) 4
 - (c) 5
 - (d) 2
27. What is the minimum number of trade union members requires in registering themselves as a union?
- (a) 5
 - (b) 7
 - (c) 10
 - (d) 15
28. How many percentage of votes should be recorded when amalgamating 2 or more registered trade unions?
- (a) 60 %
 - (b) 50 %
 - (c) 20 %
 - (d) 75 %
29. Which formula was given by labour appellate tribunal for the calculation of bonus?
- (a) Full bench formula
 - (b) Accrual formula
 - (c) Rounding formula
 - (d) None of the above

30. What is the qualifying service to claim gratuity?
(a) 15 years (b) 10 years
(c) 5 years (d) No such prescription
31. How many member's consent is required to change the name of the registered trade union?
(a) 1/4th of the total members
(b) 3/4th of the total members
(c) Half of the total members
(d) 2/3rd of the total member
32. Which section takes care of payment of subsistence allowance in standing orders act?
(a) Section 10 (b) Section 1
(c) Section 1A (d) Section 10A(1)
33. The Government of India has ratified Convention 122 on Employment and Social Policy in _____
(a) 1995 (b) 1996
(c) 1998 (d) 2000

Part – B

(7 × 6 = 42)

Answer All questions by choosing either (a) or (b)

34. (a) Briefly explain the scope and coverage of the Payment of Bonus Act.
Or
(b) Write about deductions permissible and forfeiture of bonus.
35. (a) Describe the provisions of Section 31 A of the Payment of Bonus Act.
Or
(b) Mention the nature of authority presumes accuracy of accounts as per the Payment of Bonus Act.

36. (a) Discuss the provisions of the Payment of Gratuity Act, 1972 regarding determination of gratuity.

Or

(b) Elaborate the applicability of the Payment of Wages Act.

37. (a) Discuss the provisions relating to imposition of fines of the payment of Wages Act, 1936.

Or

(b) Write a short-note on the maintenance of records and registers according to the Payment of Wages Act, 1936.

38. (a) Describe the principle objects and applicability of the Minimum Wages Act, 1948.

Or

(b) Examine the important provisions mentioned in the Minimum Wages Act pertaining to Claims.

39. (a) What are the powers of the State and Central Government to make rules as per the Minimum Wages Act?

Or

(b) Examine the different shades of opinion on the subject of nature of standing orders.

40. (a) Discuss the role of government under the IESOA.

Or

(b) Describe the process of registration of trade unions.

N-0532

Sub. Code

**205444A3/
205845**

M.B.A. DEGREE EXAMINATION, DECEMBER 2023

ONLINE PROGRAMME EXAMINATIONS

Fourth Semester

**(Common for M.B.A. (General/Human Resource
Management))**

ORGANIZATIONAL DEVELOPMENT

(CBCS – 2020 onwards)

Time : 2 Hours

Maximum : 75 Marks

Part – A

(33 × 1 = 33)

Answer **all** the questions.

1. A change that alters some features of an organization is referred to as
 - (a) Transformational Change
 - (b) Structural Change
 - (c) Adaptive Change
 - (d) None of the Above
2. OD process is cyclical and ends, when:
 - (a) Desired development result is obtained
 - (b) Plan is implemented
 - (c) Data is gathered
 - (d) Problem is identified

3. Organization development program helps in _____
 - (a) Self-esteem
 - (b) Self-development
 - (c) Self-renewals
 - (d) Self confidence
4. Organizational development is _____ to product innovation.
 - (a) Critical
 - (b) Optional
 - (c) Easier
 - (d) Difficult
5. Cultural intervention concentrates on:
 - (a) Traditions
 - (b) Precedents
 - (c) Practices
 - (d) All of the above
6. Values in transition were provided by
 - (a) Richard Beckhard
 - (b) Robert Tannenbaum and Sheldon Davis
 - (c) Warren Bennis
 - (d) None of the above
7. The basic building blocks of an organization are
 - (a) Team
 - (b) Unions
 - (c) Change agent
 - (d) Group
8. _____ is based on the belief that persons, function as a whole, total organisms.
 - (a) Process consultation
 - (b) Visioning
 - (c) Gestalt Therapy
 - (d) None of the above

9. _____ involves advocacy and inquiry.
- (a) Leadership (b) Group functioning
(c) Process focused (d) Team management
10. The organizational diagnosis means:-
- (a) To identify strengths, weaknesses problem areas
(b) To find out discrepancies, between vision and desired future and current situations
(c) Both (a) and (b)
(d) None of the above
11. Effective diagnosis of _____ culture are fundamental to any successful organizational development intervention.
- (a) Organizational (b) Government
(c) Global (d) Compact
12. A scientific approach to study and then solving organizational issues experienced by an organization is called
- (a) Action research (b) Applied research
(c) Pure research (d) None of the above
13. Research suggest that legitimate and reward powers are _____ related
- (a) Negatively (b) Positively
(c) Externally (d) Internally
14. OD relies heavily on
- (a) Action research model with participation by all
(b) Scientific research in the area of human development
(c) Both
(d) None of the above

15. It is proved organization development research that, that people can use their capabilities and creativity if they are provided with:
- (a) Adequate opportunities
 - (b) Suitable work climate
 - (c) Both (a) and (b)
 - (d) None of the above
16. Which of the following is not an organizational development intervention programme?
- (a) Team-building
 - (b) Survey feedback
 - (c) Leadership development
 - (d) All of the above
17. Team MBO is an intervention designed to improve the effectiveness of _____
- (a) Total Organization
 - (b) Teams
 - (c) Both (a) and (b)
 - (d) None of the above
18. Conflict that refers to a disagreement among connected individual's is _____
- (a) Negative conflict
 - (b) Interpersonal conflict
 - (c) Intrapersonal conflict
 - (d) Friendly conflict

19. One of the most popular ways to group activities is by
- (a) Geography
 - (b) Functions
 - (c) Process
 - (d) Product
20. Determining the best appraisal method depends on the objectives of the system For developmental objectives, the _____ and the _____ work well
- (a) Narrative method, ranking method
 - (b) Narrative method, rating scale method
 - (c) Critical incidents file, rating scale method
 - (d) Critical incidents file, MBO process
21. Following is not a feature of a T-group
- (a) Learning laboratory
 - (b) TQM
 - (c) Learning how to learn
 - (d) Here and now emphasis
22. Effective Group norms do not have
- (a) Formation of autonomous work groups
 - (b) Grouping of core tasks
 - (c) Training of group
 - (d) Members in multiple skills and same culture members
23. _____ is the study and implementations of practices, systems, and techniques that affect organizational change.
- (a) Organization development
 - (b) Organization behavior
 - (c) Organization culture
 - (d) Organization leadership

24. One of the major source of unplanned internal change in organisation is performance _____
- (a) Gaps (b) Increments
(c) Decrements (d) Appraised
25. _____ facilitates division of work into units for efficient performance.
- (a) Generalization (b) Segregation
(c) Delegation (d) Specialization
26. In general, the more stable the organization's environment, the _____ complex its strategy; and the more skilled its workforce, the _____ likely that the organization will use a formal organizational structure
- (a) More; more (b) More; less
(c) Less; less (d) Less; more
27. Socio-Technical systems projects tend to feature _____
- (a) Formation of autonomous work groups
(b) Grouping of core tasks
(c) Training of group members in multiple skills
(d) All of the above
28. One of the advantages of conflict is that it forces you to examine problems and work toward a potential _____
- (a) Solution (b) Outcome
(c) Relationship (d) Experience
29. Organizational renewal often starts with
- (a) Improved technology
(b) Strategic change
(c) Intense competition
(d) Company's culture

30. Which of these steps in the planned change process puts the change plan into action?
- (a) Develop the change plan
 - (b) Recognize the need for change
 - (c) Implement the change
 - (d) Select the change agent.
31. Which structure breaks down departmental barriers and decentralizes decision-making to the level of the work team?
- (a) Feminine (b) Virtual
 - (c) Boundary less (d) Team
32. Most OD practitioners work as
- (a) Independent consultants
 - (b) Employee
 - (c) Supervisor
 - (d) Manager
33. External consultants _____ spend all their time with one organization
- (a) Rarely (b) Do not
 - (c) Often (d) Always

Part B (7 × 6 = 42)

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

34. (a) Discuss the benefits of Organisation Development in an organization.

Or

- (b) What are Team Interventions? How can they be classified?

35. (a) Explain the techniques of comprehensive and structural interventions.

Or

(b) Explain the concept, nature and approaches to organizational diagnosis.

36. (a) What is the role of action research in change process? Explain.

Or

(b) How action research helps in Organizational Development? Explain

37. (a) Write a short note on inter-group interventions.

Or

(b) Explain the action components of Organizational Development.

38. (a) Write short note on MBO and its roles.

Or

(b) Write down the conditions for success and failure of Organizational Development.

39. (a) Define ethics. What are the various ethical standards that are to be followed in Organizational Development?

Or

(b) Explain the advantages of structural interventions Organizational Development.

40. (a) How does the planned change in working practice support institutional and departmental strategies?

Or

(b) Highlight the pre-requisites for client relationship.

N-0556

Sub. Code

205842

M.B.A. (HRM) DEGREE EXAMINATION, DECEMBER 2023

ONLINE PROGRAMME EXAMINATIONS

Second Year – Fourth Semester

GLOBAL HUMAN RESOURCE MANAGEMENT

(CBCS – 2020 onwards)

Time : 2 Hours

Maximum : 75 Marks

Part A

(33 × 1 = 33)

Answer **all** questions.

1. Identify the managerial function out of the following functions of HR managers.
(a) Procurement (b) Development
(c) Organizing (d) Performance appraisal
2. Which of the following is an example of operative function of HR managers?
(a) Planning (b) Organising
(c) Procurement (d) Controlling
3. The scope of human resource management includes
(a) Procurement (b) Development
(c) Compensation (d) All of the above
4. Human resource management is normally in nature
(a) Proactive (b) Reactive
(c) Combative (d) None of the above

5. Human resource management is the formal part of an organisation responsible for all of the following aspects of the management of human resources except:
 - (a) Strategy development and analysis
 - (b) Systems, processes, and procedures
 - (c) Policy making, implementation, and enforcement
 - (d) Management of the organisation's finances

6. Organisation relies on the following sources of capital
 - (a) Cultural, human and system capital
 - (b) Social, cultural and human capital
 - (c) Cultural, human and source capital
 - (d) None of the above

7. Strategic human resource management involves:
 - (a) Planning, foresight and analytical decision making
 - (b) Setting employment standards and policies
 - (c) Linking human resources with strategic objectives to improve performance
 - (d) All of the above

8. The balanced scorecard proposes that organisational success depends on:
 - (a) A focus on only the internal environment of the organization
 - (b) A constantly changing external environment
 - (c) The belief that it is impossible to take a rationalist view of the organisation to make optimal choices
 - (d) An ability to develop a complete list of cause and effect relationships driving a firm's success

9. Kochan and Barocci's (1985) model of HRM has three elements. These elements are:
- (a) The external environment, the internal environment and human resource management
 - (b) HRM/IR system effectiveness, the external environment and the internal environment
 - (c) Human resource management, the internal environment and HRM/IR system effectiveness
 - (d) The external environment, human resource management and HRM/IR system effectiveness
10. In which decade did HRM originate?
- (a) 1950s (b) 1970s
 - (c) 1980s (d) 1990s
11. What are the ideas underpinning 'soft', 'employee commitment', or 'high-road' HRM practices?
- (a) Labour needs to be treated as an asset to be invested in
 - (b) Employees are a cost which should be minimized
 - (c) A lack of mutuality existing between employer and employee
 - (d) A disregard for unlocking discretionary effort
12. Which consulting company is associated with the concept of talent management?
- (a) Price Waterhouse Coopers
 - (b) Boston Consulting Group
 - (c) Deloitte
 - (d) McKinsey

13. Why are employers interested in employee engagement?
- (a) To encourage employees to trust their managers
 - (b) To make a quick profit
 - (c) Because engaged employees are more motivated and prepared to give of their best to make the firm succeed
 - (d) To make employees work harder for less
14. Which of the following is a key HR role as defined by Ulrich et al (2009)?
- (a) Personnel administrator
 - (b) Business ally
 - (c) Payroll adviser
 - (d) Organisational geographer
15. The term 'emotional labour' is associated with which author?
- (a) Arlie Hochschild
 - (b) Stephen Fineman
 - (c) David Sims
 - (d) Yiannis Gabriel
16. Why do some commentators claim that it is unlikely that the UK economy will become a knowledge economy?
- (a) The lack of IT education in schools
 - (b) Culturally low in intelligence
 - (c) Historically low levels of company investment into research and development
 - (d) Unions try to prevent knowledge transfer from management level to the broader workforce

17. What measures are typically involved in the rationalising of businesses?
- (a) Downsizing and Layering
 - (b) Expanding and Layering
 - (c) Downsizing and Delayering
 - (d) Expanding and Delayering
18. What kinds of practices outlined below are typically associated with non-standard working and flexibility?
- (a) 9-5 working hours
 - (b) The reduction in distinctions between standard and unsocial hours or standard and extra hours
 - (c) Premium rates for unsocial hours
 - (d) The voluntary agreement of unsocial hours working
19. Which of the following is not a limitation of SWOT (Strengths, Weaknesses, Opportunity, Threats) analysis?
- (a) Organisational strengths may not lead to competitive advantage
 - (b) SWOT gives a one-shot view of a moving target
 - (c) SWOT's focus on the external environment is too broad and integrative
 - (d) SWOT over emphasizes a single dimension of strategy
20. A marketing department that promises delivery quicker than the production departments ability to produce is an example of a lack of understanding of the:
- (a) Synergy of the business units
 - (b) Need to maintain the reputation of the company
 - (c) Organisational culture and leadership
 - (d) Interrelationships among functional areas and firm strategies

21. XYZ Corp. is centering on the objective of low-cost, high quality, on-time production by curtailing idle productive facilities and workers. The XYZ Corp. is taking advantage of a system
- (a) Just-In-Time (JIT)
 - (b) Last In, First Out (LIFO)
 - (c) First In, First Out (FIFO)
 - (d) Highly mechanized
22. Which of the following lists is comprised of support activities?
- (a) Human resource management, information systems, procurement, and firm infrastructure
 - (b) Customer service, information systems, technology development, and procurement
 - (c) Human resource management, technology development, customer service, and procurement
 - (d) Human resource management, customer service, marketing and sales, and operations
23. The competencies or skills that a firm employs to transform inputs into outputs are:
- (a) Tangible resources
 - (b) Intangible resources
 - (c) Organisational capabilities
 - (d) Reputational resources
24. An array of firm resources include interpersonal relations among managers in the firm, its culture, and its reputation with its customers and suppliers. Such competitive advantages are based upon:
- (a) Physical uniqueness
 - (b) Path dependency
 - (c) Social complexity
 - (d) Tangible resources

25. A company's ability to meet its short-term financial obligations is measured by which of the following categories?
- (a) Liquidity ratios (b) Profitability ratios
(c) Activity ratios (d) Leverage ratios
26. The "balanced scorecard" supplies top managers with a view of the business, a.
- (a) Long-term financial
(b) Detailed and complex
(c) Simple and routine
(d) Fast but comprehensive
27. In strategic human resource management, HR strategies are generally aligned with:
- (a) Business strategy (b) Marketing strategies
(c) Finance strategy (d) Economic strategy
28. Which of the following is closely associated with strategic human resource management?
- (a) Efficient utilisation of human resources
(b) Attracting the best human resources
(c) Providing the best possible training
(d) All of the above
29. Treating employees as precious human resources is the basis of the approach.
- (a) Hard HRM (b) Soft HRM
(c) Medium HRM (d) None of the above

30. Strategic human resource management aims to achieve competitive advantage in the market through
- (a) Price (b) Product
(c) People (d) Process
31. Procedures provide for an important element of consistency in managerial.
- (a) Direction (b) Strategy
(c) Recruitment (d) Decision-making
32. Who famously adopted Taylor's Scientific Management approach?
- (a) Ronald McDonald (b) Ralph Lauren
(c) Henry Ford (d) James Dyson
33. According to the Leitch Review of Skills (2006), the ability of firms to succeed in the face of growing international competition depends increasingly on;
- (a) Work culture
(b) Relaxed legal system
(c) Good infrastructure
(d) Skilled labour

Part B

(7 × 6 = 42)

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

34. (a) What are the challenges faced by Indian MNCs while managing people and human resources in international perspective? Explain briefly.

Or

- (b) How does Global HR planning differ from HR planning?

35. (a) What are the factors to be considered while positioning Expatriates?

Or

(b) Discuss the significance of international assignments.

36. (a) What are the major issues involved in developing cross cultural teams?

Or

(b) What are the precautions you would take as HR manager while developing cross cultural teams?

37. (a) Define compensation. What are the various aspects to be looked into while designing a compensation system for an organization?

Or

(b) What is the implication of Global compensation on Indian system? Discuss.

38. (a) What is the impact of increasing globalization on Quality of Work Life and Productivity?

Or

(b) What are the various measures for creating global HRD climate?

39. (a) Discuss the strategic role of international HRM in enhancing the firm's performance and Productivity.

Or

(b) Discuss how the recruitment and retrenchment of Global HRM differs from general HRM.

40. (a) What are the various challenges that HR face in creating new jobs through globalization?

Or

- (b) Case Study: Blue jeans are a legendary component of American culture from 1873, when Levi Strauss patented the riveted denim jeans. Levi Strauss doesn't actually make the jeans in the United States. In the late 1990 and early part of this decade, Levi Strauss undertook a substantial shift in the location of its manufacturing operations. By 2004, Levi Strauss had shut down its domestic operations and moved production facilities to foreign countries such as Mexico and China. Costs were a major factor for this decision. What might cost \$6.67 to make in US costs about \$3 in Mexico and \$1.50 in China. However, these changes have their own cultural perspectives with different work cultures prevailing in these countries.

Questions:

- (i) What are the various environmental challenges you will anticipate as HR manager? What are various HR challenges you face while working in cross – cultural environments?
- (ii) What are the actions you take as HR manager while establishing organization in different countries?
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N-0557

Sub. Code

205843

**M.B.A. (HRM) DEGREE EXAMINATION,
DECEMBER 2023**

ONLINE PROGRAMME EXAMINATIONS

Second Year — Fourth Semester

EMOTIONAL COMPETENCE

(CBCS – 2020 onwards)

Time : 2 Hours

Maximum : 75 Marks

Part A

(33 × 1 = 33)

Answer **all** questions.

1. _____ are ways in which we learn to deal with various stressors.
 - (a) Coping skills
 - (b) Empathy
 - (c) Critical thinking
 - (d) Decision making

2. Appropriate order of four stages of Creative thinking
 - (a) Illumination, Incubation, Verification and Preparation
 - (b) Verification, Incubation, Illumination and Preparation
 - (c) Preparation, Incubation, Illumination and Verification
 - (d) Preparation, Illumination, Incubation and Verification

3. Determining alternative solutions to the problem is related to _____ skills.
- (a) Refusal skills
 - (b) Critical thinking
 - (c) Problem solving skills
 - (d) Communication skill
4. What is the cause of anorexia?
- (a) Sibling rivalry
 - (b) Trying to win over people
 - (c) Social gathering
 - (d) Perfectionism
5. _____ is the way an individual feels about her/himself and believes others to feel.
- (a) Self-Efficacy (b) Self Esteem
 - (c) Self-Awareness (d) Self-Regulation
6. The ability to imagine what life is like for another person is called
- (a) Self-awareness (b) Empathy
 - (c) Critical thinking (d) Creative thinking
7. Emotional intelligence involves _____.
- (a) Mood management
 - (b) Managing relationships
 - (c) Emotional self-awareness
 - (d) All of the above
8. _____ is a process that chooses a preferred option or a course of actions from among a set of alternatives on the basis of given criteria or strategies
- (a) Decision making
 - (b) Problem Solving
 - (c) Conflict management
 - (d) Reasoning

9. One among them is a step in solving the problem.
- (a) Analyze the solution
 - (b) Getting feedback
 - (c) Evaluating the final solution
 - (d) Generate Potential Solutions
10. The individual is free to go for any kind of possible rules or ideas to reach the solution.
- (a) Heuristics (b) Means-end-analysis
 - (c) Algorithms (d) Syllogism
11. What aspect(s) of personality are believed to have evolved in humans?
- (a) overeating
 - (b) quick response to danger
 - (c) aggression in men
 - (d) all of the above
12. _____ means involving recognising emotions within us and others, being aware of how emotions influence behaviour and being able to respond to emotions appropriately.
- (a) Coping with emotions
 - (b) Coping with stress
 - (c) Critical thinking
 - (d) Decision making
13. _____ refers to the ability or competence to express one's feelings, needs or desires openly and directly but in a respectful manner or without hurting ones feelings.
- (a) Assertiveness (b) Empathy
 - (c) Sympathy (d) Communication Skill

14. _____ is a process in which the individual generates an original, unusual and productive solution to a problem.
- (a) Critical Thinking
 - (b) Divergent Thinking
 - (c) Creative Thinking
 - (d) Abstract Thinking
15. The act of choosing between two or more courses of action.
- (a) Self-awareness
 - (b) Empathy
 - (c) Critical thinking
 - (d) Decision making
16. Anger management skills are an example of managing _____.
- (a) Anxiety (b) Anger
 - (c) Feelings (d) Stress
17. A behaviour change or behaviour development approach designed to address a balance of three areas: knowledge, attitude and skills
- (a) Life skills (b) Job skills
 - (c) Personal skills (d) Functioning skills
18. During _____ stage of creativity, some of the ideas that were interfering with the solution will tend to fade.
- (a) Illumination
 - (b) Preparation
 - (c) Incubation
 - (d) Verification

19. A / an _____ is a tendency on the part of an individual to respond to a new problem in the same manner that he or she has used earlier to solve a problem.
- (a) Mental set
 - (b) Aptitude
 - (c) Skill
 - (d) Ability
20. The polygraph or “lie detector” primarily measures which component of emotion?
- (a) Attribution
 - (b) Emotional expression
 - (c) Physiological arousal
 - (d) Vocal modulation
21. The classic book authored by _____ shows us why some companies make the leap, while other companies don't.
- (a) Jim Collins
 - (b) Stephen Covey
 - (c) Patrick M. Lencioni
 - (d) John C. Maxwell
22. What is the amygdala?
- (a) The brain
 - (b) An area of the brain said to be linked to emotion
 - (c) Something that stops us going mad
 - (d) The area of the brain that makes us different from apes

23. What idea did Howard Gardner propose?
- (a) That footballers were intelligent
 - (b) That entrepreneurs are just as clever as Einstein
 - (c) That the definition of intelligence should be broader than IQ
 - (d) That anyone could be considered to be intelligent
24. What is one major criticism of EI?
- (a) That it is just the ability to show empathy
 - (b) It does not exist
 - (c) Women display it more than men
 - (d) There is a lack of empirical data or valid definition
25. What is the fundamental assumption of trait theory?
- (a) Leaders are born and not made
 - (b) Leaders are made and have to learn how to be a Leader
 - (c) That everyone can become a leader
 - (d) Leaders need to be trained
26. What is Trait?
- (a) A bad feeling
 - (b) A pattern of behavior, thought and emotion
 - (c) A sort of internet mental construct
 - (d) Another word to describe the mind

27. What was Great Man Theory?
- (a) A fictitious male character responsible of government
 - (b) Another name for the Pope and other world leaders
 - (c) A historical reference to a group of dominant male leaders
 - (d) A view that men made better leaders than women
28. Why did the trait theory of leadership suffer a decline in interest?
- (a) Because no consensus could be reached on what to include / omit from list of necessary traits
 - (b) Because feminist writers disliked the idea
 - (c) Because traits could not be measured
 - (d) Because older children performed better at school
29. What did McCall and Lombardo propose?
- (a) The leaders needed to be male
 - (b) That all leaders would eventually fail
 - (c) That leadership was about being “tough”
 - (d) That certain traits may hinder an individual’s ability to lead
30. What is the premise that underpins behavioral models?
- (a) The leaders can be taught and hence learnt
 - (b) Leadership is about behaving correctly
 - (c) Leaders need to think before they act
 - (d) Leadership is about acting the part

31. What are the two dimensions on Blake and Mouton's managerial grid?
- (a) 'Good' and bad'
 - (b) 'Concern for outcomes and 'concern for feelings'
 - (c) Concern for people' and Concern for results'
 - (d) 'Finishing tasks' and 'linking people'
32. What does the 'behaviourist' school promote?
- (a) That a person can be made to lead
 - (b) That behavior is acquired by conditioning
 - (c) A persons behaves according to their own beliefs
 - (d) Brainwashing is possible
33. What are the three broad categories minzberg (1973) identified as being part of the role a manager had to address?
- (a) Interpersonal, information processing and decision making
 - (b) Task, people, decisions
 - (c) Planning, choice and results
 - (d) Directing, delegating, command

Part B

(7 × 6 = 42)

Answer **all** questions.

34. (a) Discuss the nature and characteristics of emotions.
Explain the functions of emotions.

Or

- (b) Explain the concept of emotional intelligence.

35. (a) Describe the Bar-On model of emotional intelligence.

Or

(b) Write short notes on the following :

(i) Self-Motivation as an Emotional Competence.

(ii) Maslow's Hierarchy of Needs.

36. (a) What is self-control? Describe the strategies to develop self-control.

Or

(b) Describe the strategies related to interpersonal aspect towards improving emotional intelligence.

37. (a) Discuss the application of emotional intelligence in educational settings and at workplace.

Or

(b) Write short notes on the following :

(i) Sources of gut feeling

(ii) Power of Intuition

(iii) Emotional awareness

(iv) Trait Model of Emotional Intelligence

38. (a) List down the significance of emotional intelligence.

Or

(b) Describe the importance of relationship between individual and intuition. Explain the types of leadership.

39. (a) Explain emotional competence and point out its importance and objectives.

Or

- (b) Explain the stress management guidelines for learning emotion.

40. (a) What are the various types of team and group?

Or

- (b) Describe the historical development of emotional intelligence.
-