

**N-0326**

**Sub. Code**

**205411/205511/**

**205611/205711/**

**205811**

**M.B.A. DEGREE EXAMINATION, MAY 2023**

**ONLINE PROGRAMME EXAMINATIONS**

**First Year – First Semester**

**MANAGEMENT PRINCIPLES AND PRACTICES**

**(CBCS – 2020 onwards)**

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

Time : 2 Hours

Maximum : 75 Marks

**Part A**

**(33 × 1 = 33)**

Answer **all** questions.

1. The \_\_\_\_\_ is also known as Functional Approach, Empirical Approach and Management Process Approach.  
(a) Systems approach (b) Classical approach  
(c) Modern approach (d) None of the above
  
2. In addition to the five managerial functions of planning, organizing, directing and controlling, there are ten managerial roles coordinating as well. These roles were developed by,  
(a) Henry Fayol (b) Elton Mayo  
(c) Henry Mintzberg (d) Ouchi

3. Frederic Winslow Taylor started his career as a machinist in \_\_\_\_\_.
- (a) 1875                      (b) 1880  
(c) 1885                      (d) 1887
4. Hawthorne experiment was conducted in \_\_\_\_\_.
- (a) Baker's chocolate    (b) JP Morgan chase  
(c) Dupont                      (d) Western electric company
5. The \_\_\_\_\_ of an organization is the very reason for its existence.
- (a) Vision                      (b) Mission  
(c) Goals                      (d) Strategy
6. Organization plans are usually divided into \_\_\_\_\_ types.
- (a) Four                      (b) Five  
(c) Six                      (d) Seven
7. A \_\_\_\_\_ is a specific policy statement about the conduct of certain affairs.
- (a) Synergic plan    (b) Rule  
(c) Policy                      (d) Procedure
8. A \_\_\_\_\_ is a single-use plan which is part of a general programme. It is defined as any scheme or a part of a scheme for investing resources, which may be analysed and evaluated as an independent unit.
- (a) Budget                      (b) Strategic plan  
(c) Project                      (d) None of the above

9. "An organization is, a system of consciously coordinated activities or efforts of two or more persons." This famous definition was given by,
- (a) Zamnuto                      (b) Bedeian  
(c) Max weber                      (d) Chester Bernard
10. The \_\_\_\_\_ theory is a situational theory which changes its approach according to the requirements of the situation.
- (a) Classical                      (b) Contingency  
(c) Neo-classical                      (d) Systems
11. The functional design of departmentation is also known as a U-form organization and it groups positions into departments according to their main functional areas. Her 'U' stands for,
- (a) Unity                      (b) Upper level  
(c) Unique                      (d) Uninterrupted
12. According to the formal authority theory, authority originates at the \_\_\_\_\_ of an organization.
- (a) Bottom                      (b) Managerial level  
(c) Top                      (d) Middle level
13. \_\_\_\_\_ is a process of choosing the right candidate from a pool of applicants.
- (a) Recruitment                      (b) Selection  
(c) Induction                      (d) Transfer

14. Subjective criteria for Subjective Performance Measures include:
- (a) Ratings by supervisors
  - (b) Knowledge about overall goals
  - (c) Contribution to socio-cultural values of the environment
  - (d) All the above
15. The first three levels of needs at the bottom of the Maslow's need hierarchy are known as \_\_\_\_\_ needs.
- (a) Basic
  - (b) Essential
  - (c) Deficiency
  - (d) High order
16. Which among the following is NOT an assumption of Theory Y?
- (a) Work is natural to most people and they enjoy the physical and mental effort involved in working, similar to rest or play
  - (b) Commitment to goals and objectives of the organization is also a natural state of behaviour for most individuals
  - (c) They will exercise self direction and self control in pursuit and achievement of organizational goals
  - (d) Most people dislike work and avoid it whenever possible
17. The managerial grid is built on two axes, one representing the \_\_\_\_\_ and the other the 'task'.
- (a) People
  - (b) Cost
  - (c) Organization performance
  - (d) Productivity

18. \_\_\_\_\_ leadership is more about ‘managing’ by helping organizations achieve their objectives more efficiently and by linking job performance to valued rewards.
- (a) Transformational (b) Tactical  
(c) Transactional (d) Autocratic
19. Transactional analysis (TA) is regarded as one of the most promising breakthroughs in psychiatry in many years. It was originally constructed by,
- (a) Sigmund Freud (b) Eric Berne  
(c) Thomas A. Harris (d) Gantt
20. Which life position relates to the acceptance of others but not of self?
- (a) I’m OK, you’re OK  
(b) I’m not OK, you’re OK  
(c) I’m OK, you’re not OK  
(d) I’m not OK, you’re not OK
21. \_\_\_\_\_ norms exist as written rules and procedures for all employees to adhere to.
- (a) Functional (b) Dysfunctional  
(c) Formal (d) Informal
22. \_\_\_\_\_ refers to a situation where the output of one department becomes the input of the other. This type of interdependence usually exists in the process industry.
- (a) Pooled Interdependence  
(b) Sequential interdependence  
(c) Reciprocal Interdependence  
(d) Performance interdependence

23. Most companies begin the process of establishing organizational ethics programs by developing:
- (a) Ethics training programs
  - (b) Codes of conduct
  - (c) Ethics enforcement mechanisms
  - (d) Hidden agenda
24. \_\_\_\_\_ believe that there are nine ethical climates within an organization.
- (a) Victor and Cullen
  - (b) Carroll
  - (c) Welles
  - (d) Bylinsky
25. \_\_\_\_\_ controls are also known as pre-controls and are basically preventive in nature.
- (a) Feedback                      (b) Concurrent
  - (c) Feedforward                (d) Managerial
26. A \_\_\_\_\_ centre measures financial performance by noting whether the assigned tasks are done within the planned expense amount.
- (a) Revenue                      (b) Profit
  - (c) Investment                 (d) Cost
27. Robert C. Camp first coined the term benchmarking in \_\_\_\_\_.
- (a) 1975                          (b) 1980
  - (c) 1982                          (d) 1984
28. Six Sigma is a quality metric that counts the number of defects per \_\_\_\_\_ opportunities (DPMO) at six levels. Here, M stands for.
- (a) Maximum                      (b) Million
  - (c) Minimum                      (d) Modified

29. In a DMAIC cycle, 'I' stands for  
(a) Intelligent            (b) Innovate  
(c) Improve                (d) Initiate
30. \_\_\_\_\_ is a type of leadership, in which the subordinates are consulted and their feedback is taken into the decision-making process.  
(a) Democratic            (b) Autocratic  
(c) Tactical                (d) Free reign
31. Which among the following is an inherited characteristic that may or may not be changed by external forces and may or may not be important determinants of performance?  
(a) Perception            (b) Attitude  
(c) Intelligence            (d) Personality
32. \_\_\_\_\_ is a systematic, organized and written statement of 'who does what, when, where, how and why,' and is a tangible outcome of job analysis.  
(a) Job analysis            (b) Job description  
(c) Job performance      (d) Job specification
33. "This is the principle, which states that an employee should receive orders from one superior only". That principle is,  
(a) Scalar chain            (b) Unity of direction  
(c) Order                    (d) Unit of command

**Part B**

(7 × 6 = 42)

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

34. (a) Explain the recent trends in management concepts.

Or

- (b) Discuss the main theories of management.

35. (a) What is planning? Explain the steps involved in planning.

Or

(b) Define decision-making and explain the process of decision-making that affects the efficiency of the business decisions.

36. (a) What do you mean by organising? Mention some of the principles of organising.

Or

(b) Define Span of Control. What are the factors influencing the span of control?

37. (a) Explain in detail about the selection and recruitment of staffing.

Or

(b) Define the term motivation. Explain any two motivational theories.

38. (a) Describe the different styles of leadership.

Or

(b) Discuss the process of Communication. Mention how Communication can be made more effective.

39. (a) Mention the techniques of effective co-ordination in the organisation.

Or

(b) Define Ethics. Describe the ethical approaches.

40. (a) Briefly explain the special control techniques in the organisation.

Or

(b) Discuss the concept of Total Quality Management.



**N-0327**

**Sub. Code**

**205412/205512/  
205612/205712/  
205812**

**M.B.A. DEGREE EXAMINATION, MAY 2023**

**ONLINE PROGRAMME EXAMINATIONS**

**First Year – First Semester**

**ORGANISATIONAL BEHAVIOUR**

**(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. Edward Tolman is related to
  - (a) Behaviorist Framework
  - (b) Cognitive approach
  - (c) Social Cognitive Framework
  - (d) None of these
  
2. “Leadership motivates the people to work and not the power of money”, this concept is related to
  - (a) Autocratic model (b) Custodial model
  - (c) Supportive Model (d) Collegial Model

3. From the following, identify the characteristic of individuals with Type B personality:
- (a) They are generally restless so they eat rapidly and keep walking or are generally on the move
  - (b) They have the tendency to perform several tasks at one given time
  - (c) They are generally impatient in their expressions; do not like to waste their time in waiting for others
  - (d) They have a balanced outlook in life
4. The \_\_\_\_\_ of personality as a reflection of behaviour has been based primarily on the Freudian concept of unconscious nature of personality.
- (a) Psychoanalytical theory
  - (b) Trait theory
  - (c) Self-concept theory
  - (d) Social learning theory
5. Self-awareness is a key stone of emotional intelligence, it means recognizing a feeling as it happens. Now many aspects are there for self-awareness?
- (a) Two
  - (b) Three
  - (c) Four
  - (d) Six
6. \_\_\_\_\_ type of attention is obtained by introducing motives such as rewards or punishments.
- (a) Spontaneous Non-volitional Attention
  - (b) Habitual Attention
  - (c) Implicit volitional Attention
  - (d) Non-Volitional Enforced Attention

7. In field theory, Kurt Lewin suggested a formula,  $B = F(P, E)$ . Here, 'E' represents
- (a) Energy
  - (b) Employee
  - (c) Evolution
  - (d) Environment
8. There are two categories in which the causes of human behaviour can be classified. These are: (1) inherited characteristics and (2) learned characteristics. Identify the learned characteristic from the following:
- (a) Attitude
  - (b) Intelligence
  - (c) Sex
  - (d) Age
9. People who may or may not be aligned to common command or task groups may affiliate to attain a specific objective with which each is concerned.
- (a) Reference group
  - (b) Interest groups
  - (c) Friendship group
  - (d) Membership group
10. There are a number of reasons for groups to be cohesive. Select the reasons from below:
- (a) The goals of the group and the members are compatible and therefore individuals are attracted towards groups
  - (b) The group has a charismatic leader who is well respected and admired by his followers
  - (c) Both (a) and (b)
  - (d) None of the above

11. \_\_\_\_\_ is also known as charismatic power and is based upon the attraction exerted by one individual over another.
- (a) Legitimate power
  - (b) Reward power
  - (c) Coercive power
  - (d) Referent power
12. \_\_\_\_\_ theory of organizational power is built on the premise that “organizational behaviour is a power game in which various players, called Influencers, seek to control the organization’s decisions and actions.”
- (a) Kipnis                      (b) Whetten
  - (c) Elton Mayo                (d) Mintzberg
13. Among the following, which is the individual factor creating political behavior?
- (a) Role
  - (b) Internal locus of control
  - (c) Trust
  - (d) Impression management
14. In the year \_\_\_\_\_, Moorhead and Griffin have identified certain measures to help managers limit the dysfunctional impact of unhealthy politics.
- (a) 1995                      (b) 1996
  - (c) 1998                      (d) 2000

15. Stress refers to the body's physiological, emotional, and psychological responses to an individual's well-being. In response to this; the reaction which activates and motivates people to achieve their goals, change their environment, and face life's challenges is called \_\_\_\_\_
- (a) Eustress                      (b) Distress  
(c) PTSD                          (d) Phobia
16. A/an \_\_\_\_\_ conflict occurs in the form of a fundamental disagreement over ends or goals and the means for accomplishment.
- (a) Relationship                  (b) Emotional  
(c) Substantive                  (d) Procedural
17. \_\_\_\_\_ has classified the factors affecting organizational effectiveness into following variables: Causal, Intervening and End-result.
- (a) Fred Luthans                  (b) Likert  
(c) Victor vroom                  (d) Weber
18. Organizational excellence is designed for permanent change by focusing on managing the five key pillars. Which among the following is NOT a key pillar?
- (a) Process management  
(b) Change management  
(c) Resource management  
(d) Stress management
19. The process of quantifying culture in an organization is called \_\_\_\_\_
- (a) Organizational climate  
(b) Organizational dynamics  
(c) Organizational effectiveness  
(d) Change management

20. One of the first researchers to focus explicitly on analyzing the culture of a limited group of firms was William G. Ouchi in,
- (a) 1975                      (b) 1981  
(c) 1984                      (d) 1985
21. A simple communication model that reflects communication as a dynamic interactive process has been proposed by
- (a) William Ouchi      (b) Tom Peters  
(c) David Berlov      (d) Robert Waterman
22. A communication network is simply a diagram showing communication patterns or relationships that are possible within a group or among individuals. There are five different types of communication networks. Which of the following is decentralized network?
- (a) The 'chain'              (b) The 'wheel'  
(c) The 'Y'                  (d) The 'circle'
23. \_\_\_\_\_ is a change in the very mission of the organization. A single mission may have to be changed to multiple missions.
- (a) Structural change  
(b) Strategic change  
(c) People oriented change  
(d) Process change

24. Which among the following is an internal cause of change?
- (a) Government policies
  - (b) Trade unionism
  - (c) Economic changes
  - (d) Legal requirements
25. Hofstede (1980) conducted a study on the employees of a multinational company spread across different countries. As a result of this study, \_\_\_\_\_ dimensions of culture were identified.
- (a) Four
  - (b) Five
  - (c) Six
  - (d) Eight
26. According to Adler and Bartholomew, some of the skills and approaches required of global managers are:
- (i) Global perspective
  - (ii) Cultural responsiveness
  - (iii) Cultural adaptability
- (a) (i) only
  - (b) (i) and (ii) only
  - (c) (i) and (iii) only
  - (d) all (i), (ii) and (iii)
27. The term 'Organization Development' (OD) was coined by \_\_\_\_\_.
- (a) Wendell L. French
  - (b) Cecil H. Bell, Jr
  - (c) Richard Beckhard
  - (d) Eric Berne

28. The purpose of sensitivity training sessions or T-groups is to change the behaviour of people through \_\_\_\_\_ group interactions. -
- (a) Unstructured      (b) Structured  
(c) Semi-structured    (d) Forced
29. In addition to the four managerial functions of planning, organizing, directing and controlling, there are \_\_\_\_\_ managerial roles that are commonly defined.
- (a) Five                      (b) Seven  
(c) Ten                        (d) Twelve
30. \_\_\_\_\_ type of personality wishes to exercise a control over others simply by manipulating others and do this primarily with the objective of achieving some personal goals. The individuals having this type of personality have high self-confidence and high self-esteem.
- (a) Authoritarianism  
(b) Machiavellianism  
(c) Bureaucratic  
(d) Democratic
31. Which among the following is a consequence of Job dissatisfaction?
- (a) Retention of talents  
(b) High morale  
(c) Better work-life balance  
(d) Absenteeism



32. Identify the structural and situational base of power from the following:
- (a) Legitimate power
  - (b) Reward power
  - (c) Resources as power
  - (d) Coercive power
33. Transactional Analysis was pioneered by
- (a) Wendell L. French
  - (b) Thomas Harris
  - (c) Richard Beckhard
  - (d) Eric Berne

**Part B**

(7 × 6 = 42)

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

34. (a) Describe the basic approaches of Organisational Behaviour.

Or

- (b) Explain the theories of personality in detail.

35. (a) What is Emotional Intelligence and why is it important in an organization?

Or

- (b) Briefly explain the different types of motivation.

36. (a) Write in brief about group norms and its types.

Or

- (b) Define Power. Explain the types of power.

37. (a) Describe the various techniques to manage politics in an organisation.

Or

(b) Discuss the causes and consequences of Organisational conflict.

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

Or

(b) Explain the nature and significance of organizational culture.

39. (a) Discuss the process of Communication. Mention how Communication can be made more effective.

Or

(b) Describe the process of proactive and reaction of change in organisation.

40. (a) Discuss the impact of cultural and global diversity on Organisational Behaviour.

Or

(b) Briefly explain the different organisational development technique.

---

**N-0328**

**Sub. Code**

**205413 /  
205513/205613  
/205713/205813**

**M.B.A. DEGREE EXAMINATION, MAY 2023.**

**ONLINE PROGRAMMES EXAMINATION**

**First Year - First Semester**

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

**MANAGERIAL ECONOMICS**

**(CBCS – 2020 onwards)**

Time : 2 Hours

Maximum : 75 Marks

**Part A**

( 33× 1 = 33)

Answer **all** questions.

1. \_\_\_\_\_ is known to be the “Father of economics”  
(a) Alfred Marshall (b) Adam Smith  
(c) T.J. Webster (d) Mansfield
2. In a circular flow model, the real variables are  
(a) Money that flows from the factor market to the households.  
(b) Only the goods and services that are produced  
(c) Only the resources that are used.  
(d) Both the goods and services produced and the resources that are used.
3. Opportunity cost is also known as \_\_\_\_\_  
(a) Alternative cost (b) Sunk cost  
(c) Outlay cost (d) Total cost

4. \_\_\_\_\_ refers to a situation in Which there is more than one outcome of a business decision and the Probability of no outcome is known or can it be reliably estimated.
- (a) Risk
  - (b) Uncertainty
  - (c) Production possibilities frontier (PPF)
  - (d) Utility
5. The market equilibrium for a commodity is determined by:
- (a) Market demand
  - (b) Market Supply
  - (c) Balancing of the forces of demand and supply
  - (d) None of the above
6. Which law states that “as the quantity Consumed of a commodity goes on increasing, the utility derived from each successive unit Consumed goes on decreasing, consumption of all other commodities remaining constant”?
- (a) Law of diminishing marginal Utility
  - (b) Law of equi-marginal utility
  - (c) Law of demand
  - (d) Law of Supply

7. Which of the following is an exception to the law of demand?
- (a) Superior good      (b) Normal good  
(c) Giffen good      (d) All of the above
8. The increase in demand on account of increase in real income is known as \_\_\_\_\_
- (a) Income effect  
(b) Substitution effect  
(c) Diminishing marginal utility  
(d) None of the above
9. The \_\_\_\_\_ price is the price at which quantity demanded of a commodity over a period of time equals its quantity supplied over that period.
- (a) Marginal      (b) Equilibrium  
(c) Base      (d) Minimum
10. Giffen paradox was introduced by Marshall as an exception to the law of \_\_\_\_\_
- (a) Supply      (b) Marginal utility  
(c) Demand      (d) Equilibrium
11. In economic sense, a fixed input is one whose supply is \_\_\_\_\_ in the short-run.
- (a) Inelastic      (b) Elastic  
(c) Constant      (d) Increasing

12. The \_\_\_\_\_ production function is more widely used, apart from Cobb-Douglas production function.
- (a) Variable elasticity of substitution' (VES)
  - (b) Constant elasticity substitution (CES)
  - (c) Leontief type
  - (d) Linear type
13. \_\_\_\_\_ refers to the number of firms in an industry and the degree of competition among the firms.
- (a) Market mechanism
  - (b) Market metrics
  - (c) Market structure
  - (d) Market principle
14. \_\_\_\_\_ is defined as a market structure in which there are a few sellers selling homogeneous or differentiated products.
- (a) Monopoly
  - (b) Oligopoly
  - (c) Perfect competition
  - (d) Free market
15. The nature of the decision-making problems faced by the oligopoly firms is exemplified in game theory by \_\_\_\_\_
- (a) Giffen paradox
  - (b) Ethical dilemma
  - (c) Prisoner's dilemma
  - (d) Pay-off matrix

16. In game theory, if a strategic action taken by a firm may yield some gains to the firm and counteraction by the rival firm neutralises the gain, it is\_\_\_\_\_
- (a) Positive pay-off (b) Negative pay-off  
(c) Probability game (d) A zero-sum game
17. There are certain other costs that neither take the form of cash outlays nor do they appear in the accounting system. Such costs are known as \_\_\_\_\_
- (a) Explicit Costs (b) Implicit costs  
(c) Opportunity costs (d) Full costs
18. When total cost increases at increasing rate with constant increase in output (Q), the total cost data produces a \_\_\_\_\_ cost function.
- (a) Quadratic (b) Linear  
(c) Cubic (d) Sinusoidal
19. “Profit may be defined the difference between firm’s total revenue and its total cost.” — This definition for profit was given by,
- (a) Prof. J.B. Clark (b) F.H. Knight  
(c) Prof. Hawley (d) Ulmer
20. The dynamic theory of profit by Prof. J. B. Clark was propounded in the year \_\_\_\_\_
- (a) 1890 (b) 1900  
(c) 1905 (d) 1910
21. “mark-up pricing” is another name for
- (a) Cost plus pricing (b) Multiple product pricing  
(c) Transfer pricing (d) Peak load pricing

22. There are \_\_\_\_\_ stages in the life cycle of a product.
- (a) Three
  - (b) Four
  - (c) Five
  - (d) Seven
23. GDP stands for
- (a) Gross domestic price
  - (b) Gross development process
  - (c) Gross domestic product
  - (d) Green domestic product
24. Among the five factors of economic growth, which is considered as passive factor?
- (a) Human resources and its quality
  - (b) Natural resources of the country
  - (c) Technological development
  - (d) Political and Social environment
25. National Income is
- (a) Stock concept
  - (b) Flow concept
  - (c) Cross section analysis
  - (d) None of the above
26. GNP exceeds NNP by:
- (a) Amount of total taxes
  - (b) Government expenditure
  - (c) Transfer payments
  - (d) Difference between Gross investment and Net Investment



27. Structure-Conduct-Performance (SCP) framework paradigm was initially suggested by \_\_\_\_\_
- (a) E. Mason            (b) Mansfield  
(c) Hall and Hitch    (d) F.H. Knight
28. \_\_\_\_\_ mergers where between companies operating in different industries for synergy, product extension and market extension benefits.
- (a) Horizontal            (b) Vertical  
(c) Conglomerate    (d) product extension
29. In a general sense, the term equilibrium means the \_\_\_\_\_
- (a) State of upward movement  
(b) State of parallel movement  
(c) State of rest  
(d) State of downward movement
30. The term 'isoquant' has been derived from the Greek word iso meaning 'equal' and Latin word quantus meaning \_\_\_\_\_
- (a) Quality            (b) Quantity  
(c) Function            (d) Curve
31. The concept and form of the kinked-demand curve was first developed and used by \_\_\_\_\_ in his theory of monopolistic competition.
- (a) Hall and Hitch    (b) Chamberlin  
(c) T.J. Webster      (d) Mansfield

32. Monetary measures which are generally used to control inflation does NOT include,
- (a) Bank rate policy
  - (b) Variable reserve ratio
  - (c) Open market operation
  - (d) Indexation
33. A simple model of the economy consists of households and \_\_\_\_\_
- (a) Government
  - (b) Business firms
  - (c) Banks
  - (d) Services

**Part B**

(7 × 6 = 42)

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

34. (a) Discuss the important roles and responsibilities of a managerial economist.

Or

- (b) Explain the concept of opportunity cost with an example.

35. (a) Briefly explain the Law of diminishing Marginal Utility.

Or

- (b) Discuss the factors determining the price elasticity of demand.

36. (a) What do you understand by the term “demand forecasting”? How demand of a particular commodity can be forecasted?

Or

(b) What is production function? Discuss the law of production in short-run.

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

Or

(b) Differentiate Price and Non-Price Competition.

38. (a) Define cost function. What are different types of cost function?

Or

(b) What is pricing? What are the different methods of pricing?

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

Or

(b) Explain the different methods for controlling inflation.

40. (a) What is national income? What are the approaches in calculating national income?

Or

(b) Briefly explain the economics regulations of business in India.

---

**N-0329**

**Sub. Code**

**205414/205514/  
205614/205714/  
205814**

**M.B.A DEGREE EXAMINATION, MAY 2023**

**ONLINE PROGRAMMES EXAMINATIONS**

**First Year — First Semester**

**(Common for MBA (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. \_\_\_\_\_ models involve the allocation of resources to activities in such a manner that some measure of effectiveness is optimized.
  - (a) Sequencing
  - (b) Allocation Models
  - (c) Queuing Theory
  - (d) Decision Theory
  
2. In \_\_\_\_\_ models, everything is defined and the results are certain,
  - (a) Deterministic Models
  - (b) Probabilistic Models
  - (c) Both (a) and (b)
  - (d) None of the above

3. Which of the following is correct?
- (a) Median = 3 Mode – 2 Mean
  - (b) Mean = 3 Median – 2 Mean
  - (c) Mode = 3 Mean – 2 Median
  - (d) Mode = 3 Median – 2 Mean
4. If mode is 10, the highest value of the observation is increased by 5. What will be the new mode?
- (a) 20
  - (b) 15
  - (c) 10
  - (d) 5
5. In graphical representation the bounded region is known as \_\_\_\_\_ region.
- (a) Solution
  - (b) Basic solution
  - (c) Feasible solution
  - (d) Optimal
6. Consider the linear equation
- $$2x_1 + 3x_2 - 4x_3 + 5x_4 = 10$$
- How many basic and non–basic variables are defined by this equation?
- (a) One variable is basic, three variables are non-basic
  - (b) Two variables are basic, two variables are non–basic
  - (c) Three variables are basic, one variable is non-basic
  - (d) All four variables are basic

7. Which statement characterizes standard form of a linear programming problem?
- (a) Constraints are given by inequalities of any type
  - (b) Constraints are given by a set of linear equations
  - (c) Constraints are given only by inequalities of  $\geq$  type
  - (d) Constraints are given only by inequalities of  $\leq$  type
8. In LPP the condition to be satisfied is
- (a) Constraints have to be linear
  - (b) Objective function has to be linear
  - (c) None of the above
  - (d) Both (a) and (b)
9. Any column or row of a simplex table is called a
- (a) Vector
  - (b) Key column
  - (c) Key Row
  - (d) None of the above
10. In simplex method, if there is tie between a decision variable and a slack (or surplus) variable, \_\_\_\_\_ should be selected
- (a) Slack variable
  - (b) Surplus variable
  - (c) Decision variable
  - (d) None of the above
11. The purpose of a dummy source or dummy destination in a transportation problem is to
- (a) Prevent the solution from becoming degenerate.
  - (b) Obtain a balance between total supply and total demand.
  - (c) make certain that the total cost does not exceed some specified figure.
  - (d) provide a means of representing a dummy problem.

12. What do we apply in order to determine the optimum solution?  
(a) LPP (b) VAM  
(c) MODI Method (d) None of the above
13. What is the probability of an impossible event?  
(a) 0 (b) 1  
(c) Not defined (d) Insufficient data
14. Two unbiased coins are tossed. What is the probability of getting at most one head?  
(a)  $1/2$  (b)  $1/3$   
(c)  $1/6$  (d)  $3/4$
15. In a Binomial Distribution, if 'n' is the number of trials and 'p' is the probability of success, then the mean value is given by \_\_\_\_\_.  
(a) np (b) n  
(c) p (d) np(1-p)
16. if 'm' is the mean of a Poisson Distribution, the standard deviation is given by \_\_\_\_\_.  
(a)  $\sqrt{m}$  (b)  $m^2$   
(c) m (d)  $\frac{m}{2}$
17. What have been constructed for Operations Research problems and methods for solving the Models those are available in many cases?  
(a) Scientific Models  
(b) Algorithms  
(c) Mathematical Models  
(d) None of the above



18. 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
19. Which of the following functions of Production Planning and Control is related to the timetable of activities?
- (a) Scheduling
  - (b) Dispatching
  - (c) Expediting
  - (d) Routing
20. The correct sequence of operations in the Production Planning and Control process is \_\_\_\_\_.
- (a) Routing — Scheduling — Follow up — Dispatching
  - (b) Scheduling — Follow up — Dispatching — Routing
  - (c) Routing — Scheduling — Dispatching — Follow up
  - (d) Dispatching — Routing — Scheduling — Follow up

21. Which technique is used to imitate an operation prior to actual performance?
- (a) Simulation
  - (b) Integrated Production Models
  - (c) Inventory Control
  - (d) Game Theory
22. 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.
23. Customer behaviour in which the customer moves from one the queue to another in a multiple channel situation is
- (a) Balking
  - (b) Reneging
  - (c) Jockeying
  - (d) Alternating
24. Which of the following characteristics apply to the queuing system?
- (a) Customer population
  - (b) Arrival process
  - (c) Both (a) and (b)
  - (d) Neither (a) nor (b)

25. Which of the following criterion is not used for decision-making under uncertainty?
- (a) Maximin                      (b) Maximax  
(c) Minimax                      (d) Minimize expected loss
26. The minimum expected opportunity loss (EOL) is
- (a) Equal to EVPI                (b) Minimum regret  
(c) Equal to EMV                (d) Both (a) and (b)
27. The qualitative approach to decision analysis is a
- (a) Experience                    (b) Judgement  
(c) Intuition                      (d) All of the above
28. The difference between the expected profit under conditions of risk and the expected profit with perfect information is called
- (a) The expected value of perfect information  
(b) Expected marginal loss  
(c) All of the above  
(d) None of the above
29. When we throw a coin then what is the probability of getting head?
- (a)  $1/2$                             (b) 3  
(c) 4                                 (d) 1

30. If  $P(E) = 0.07$ , then what is the probability of 'not E'?
- (a) 0.93                      (b) 0.95  
(c) 0.89                      (d) 0.90
31. It is suitable to use Binomial Distribution only for \_\_\_\_\_.
- (a) Large values of 'n'  
(b) Fractional values of 'n'  
(c) Small values of 'n'  
(d) Any value of 'n'
32. Binomial Distribution is a \_\_\_\_\_.
- (a) Continuous distribution  
(b) Discrete distribution  
(c) Irregular distribution  
(d) Not a Probability distribution
33. The shape of the Normal Curve is
- (a) Bell Shaped              (b) Flat  
(c) Circular                  (d) Spiked

**Part B**

(7 × 6 = 42)

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

34. (a) Discuss the concept of mathematical models in quantitative analysis.

Or

- (b) Explain briefly the applications of statistics in business decision making.

35. (a) Write a note on graphical representation of linear and non-linear functions.

Or

- (b) A firm manufactures 2 types of products A & B and sells them at a profit for Rs.2 on type A & Rs.3 on type B. Each product is processed on 2 machines G & H. Type a requires 1 minute of processing time on G and 2 minutes on H. Type B requires one minute on G & 1 minute on H. The machine G is available for not more than 6 hrs. 40 mins., while machine H is available for 10 hrs. during any working day. Formulate the problem as LPP.

36. (a) Maximise 'Z' = 5 X<sub>1</sub> + 3 X<sub>2</sub> [Subject to constraints]

$$X_1 + X_2 \leq 2$$

$$5X_1 + 2X_2 \leq 10$$

$$3X_1 + 8X_2 \leq 12$$

Where,  $X_1, X_2 \geq 0$  [Non-negativity constraints]

Or

(b) Solve the following assignment problem and find the minimum cost.

Jobs		I	II	III	IV
Workers	A	10	12	19	11
	B	5	10	7	8
	C	12	14	13	11
	D	8	15	11	9

37. (a) Discuss the utilization of probability theories in business.

Or

(b) A coin that is fair in nature is tossed n number of times. The probability of the occurrence of a head six times is the same as the probability that a head comes 8 times and then find the value of n.

38. (a) Explain the characteristics of quantitative methods for decision making.

Or

- (b) There are five jobs, each of which must go through the two machines A and B in the order AB. Processing times (in hours) are given in the table below

Job	1	2	3	4	5
Machine A	5	1	9	3	10
Machine B	2	6	7	8	4

39. (a) Explain the advantages and disadvantages of simulation.

Or

- (b) Discuss the applications of MMI queuing model.

40. (a) Describe the steps involved in decision making process.

Or

- (b) Explain the concept of minimizing maximal regret and its applications.

**N-0330**

**Sub. Code**

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

**M.B.A. DEGREE EXAMINATION, MAY 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. The account that records expenses, gains and losses \_\_\_\_\_.
  - (a) Personal account
  - (b) Real account
  - (c) Nominal account
  - (d) None of the above
  
2. Which accounting principle differentiates between owners and management \_\_\_\_\_.
  - (a) Going concern
  - (b) Dual aspect
  - (c) Separate entity
  - (d) Conservatism



3. Non-financial quantitative information is not recorded in accounts due to \_\_\_\_\_.
- (a) Dual concept
  - (b) Accrual concept
  - (c) Money measurement concept
  - (d) Entity concept
4. Accounting concepts are based on \_\_\_\_\_.
- (a) Certain assumptions
  - (b) Certain facts and figures
  - (c) Certain accounting records
  - (d) Government guidelines
5. What is the trial balance used for \_\_\_\_\_
- (a) It is a financial statement
  - (b) It records balances of a balance sheet
  - (c) It doesn't contribute to the accounting cycle
  - (d) It records balances of accounts
6. When is trial balance prepared \_\_\_\_\_
- (a) At the end of an accounting period
  - (b) At the end of a year
  - (c) Frequently during the year
  - (d) At the end of a month
7. Each transaction is first entered in the
- (a) Ledger
  - (b) Journal
  - (c) Trial balance
  - (d) Balance sheet

8. Revenue expenditure is recorded in the \_\_\_\_\_.
- (a) Trading account
  - (b) Profit and loss account
  - (c) Balance sheet
  - (d) None of the above
9. Profit and loss account is also known as \_\_\_\_\_.
- (a) Statement of earnings
  - (b) Statement of income
  - (c) Statement of operations
  - (d) None of the above
10. Net loss in a profit and loss account should be \_\_\_\_\_ in the balance sheet.
- (a) Added to liabilities
  - (b) Deducted from liabilities
  - (c) Added to capital
  - (d) Deducted from capital
11. Deferred payment arrangement aim at financing \_\_\_\_\_
- (a) Working capital needs
  - (b) Redemption of debts
  - (c) Purchase of GDRS
  - (d) Import of plant and machinery
12. 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

13. This item is not used as a tool for Analysis of Financial Statements:
- (a) Cash Flow Statement
  - (b) Fund Flow Statement
  - (c) Ratio Analysis
  - (d) No. of Employees Statement
14. Which of the following is device of comparative statements?
- (a) Comparison expressed in terms of absolute data
  - (b) Comparison expressed in terms of percentages
  - (c) Comparison expressed in terms of ratios
  - (d) All of the Above
15. Which analysis depicts the relationship between two figures?
- (a) Ratio Analysis
  - (b) Trend Analysis
  - (c) Cumulative figures and averages
  - (d) Dividend Analysis
16. Current assets include only those assets which are expected to be realized with
- (a) 3 months
  - (b) 6 months
  - (c) 1 year
  - (d) 2 years
17. Quick Assets do not include
- (a) Cash in hand
  - (b) Prepaid Expenses
  - (c) Marketable Securities
  - (d) Trade Receivables

18. 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
19. The term 'flow of funds' means \_\_\_\_\_.
- (a) Change in working capital
  - (b) Change in funds
  - (c) Both (a) and (b) are incorrect
  - (d) Both (a) and (b) are correct
20. The statement of cash flow clarifies cash flows according to \_\_\_\_\_.
- (a) Operating and Non-operating Flows
  - (b) Inflow and Outflow
  - (c) Investing and Non-operating Flows
  - (d) Operating, Investing, and Financing Activities
21. Cash flow example from a financing activity is \_\_\_\_\_.
- (a) Payment of Dividends
  - (b) Receipt of Dividend on Investment
  - (c) Cash Received from Customers
  - (d) Purchase of Fixed Asset
22. Indirect material used in production is classified as \_\_\_\_\_.
- (a) Office overhead
  - (b) Selling overhead
  - (c) Distribution overhead
  - (d) Factory overhead

23. Total of all direct costs is termed as \_\_\_\_\_.
- (a) Prime cost
  - (b) Works cost
  - (c) Cost of sales
  - (d) Cost of production
24. Basic objective of cost accounting is \_\_\_\_\_.
- (a) Tax compliance.
  - (b) Financial audit.
  - (c) Cost ascertainment.
  - (d) Profit analysis
25. Cost classification can be done in \_\_\_\_\_.
- (a) Two ways
  - (b) Three ways
  - (c) Four ways
  - (d) Several ways
26. Which of the following techniques of costing differentiates between fixed and variable costs?
- (a) Marginal costing
  - (b) Standard costing
  - (c) Absorption costing
  - (d) None of the above
27. Fixed cost is also referred to as \_\_\_\_\_ in the marginal costing technique.
- (a) Total cost
  - (b) Product cost
  - (c) Period cost
  - (d) None of the above

28. Which one of the following is not a financial budget?
- (a) Cash budget
  - (b) Capital budget
  - (c) Budgeted funds flow statement
  - (d) Sales budget
29. Budgetary control helps in implementation of \_\_\_\_\_.
- (a) Standard costing
  - (b) Marginal costing
  - (c) Ratio analysis
  - (d) Technical analysis
30. Which of the following would be the best example of a capital budgeting decision?
- (a) Purchasing new machinery to replace an existing one
  - (b) Transferring money to your creditor's account
  - (c) Payment of electricity bill for your factory
  - (d) None of the above
31. 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

32. The provision for bad debts is created by \_\_\_\_\_  
to the profit and loss account.
- (a) Deducting
  - (b) Adding
  - (c) Debiting
  - (d) Crediting
33. Capital Expenditure is a part of \_\_\_\_\_.
- (a) Balance sheet
  - (b) Trading account
  - (c) Profit and loss account
  - (d) Trial balance

**Part B**

(7 × 6 = 42)

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

34. (a) What are the functions of financial and managerial accounting?

Or

- (b) Journalise the following transactions, post them in the Ledger and balance the accounts as on 31st December, 2019.

Dec.

- 1 Rajini started business with a capital of Rs. 50,000
- 2 He purchased furniture for Rs. 5,000
- 3 He bought goods on credit from Vinod for Rs. 8,000
- 4 He sold goods to Suresh for Rs. 5,000
- 5 He received cash from Suresh Rs. 3,000

35. (a) Rectify the following errors:
- (i) Purchase book is overcast by Rs. 500 (for the month of January)
  - (ii) Sales book has been under cast by Rs. 300
  - (iii) Purchase returns book has been overcast by Rs. 50
  - (iv) Sales book has been under cast by Rs. 75

Or

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

	Rs.		Rs.
Land and buildings	47,000	Plant	35,000
Cash	2,300	Patents	12,000
Debtors	3,800	Furniture	4,700
Sales	94,500	Travelling	8,500
Bills receivables	1,200	Salesman's commission	1,300
Purchases	16,800	Carriage inwards	400
Wages	23,900	Packing	600
Creditors	5,200	Advertising	1,800
Salaries	16,500	Bank	5,600
Sales return	400	Loans	42,400
Loss by fire	500	Trucks	18,500
Discount received	200	Capital	65,000
Opening stock	6,500		

Provide for 15% depreciation on plant. Write off patents by one third. An amount of Rs. 850 was due to workers. An over payment of Rs. 200 was made to the salesman towards commission. The insurance company agreed to meet the losses on fire totally.

Closing stock was value at Rs. 3,700.



36. (a) Describe the various techniques of financial statement analysis.

Or

(b) Discuss the limitation of management statement analysis.

37. (a) Calculate Absolute Liquid Ratio:

Cash in hand = 25,000, cash at bank = 50,000,  
marketable securities = 1,50,000, Current liabilities = 2,50,000.

Or

(b) Illustrate the preparation of fund flow statement.

38. (a) From the following balance sheets as on 31<sup>st</sup> 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		
Expenses O/S	10,000	15,000	Receivable	10,000	20,000
			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) Briefly explain the methods of costing.

39. (a) From the following particulars, calculate the economic order quantity.

Annual requirement : 1,600 units

Cost of material per unit : Rs. 40

Cost of placing and receiving one order : Rs. 50

Annual carrying cost of inventory : 10% of inventory value.

Or

- (b) Distinguish between marginal costing and absorption costing.

40. (a) Illustrate the budgeting control system.

Or

- (b) Project X involves an initial outlay of Rs. 32,400. Its working life is expected to be three years. The cash streams generated by the same are expected to be as follows.

Year Cash flow

1 Rs.16,000

2 Rs.14,000

3 Rs.12,000

What is the IRR?

\_\_\_\_\_

**N-0331**

**Sub. Code**

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

**M.B.A. DEGREE EXAMINATION,  
MAY 2023**

**ONLINE PROGRAMME EXAMINATIONS**

**First Year - Second Semester**

**Common for MBA (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. The research method that describes the characteristics of population or phenomenon studied.
  - (a) Exploratory research
  - (b) Quantitative research
  - (c) Qualitative research
  - (d) Descriptive research
2. The study of “Why the stressful life leads to health issues”? Can be classified as
  - (a) Exploratory research
  - (b) Explanatory research
  - (c) Qualitative research
  - (d) Descriptive research

3. A method of the examination of evidence in coming to an understanding of the past, associated with
  - (a) Historical research
  - (b) Analytical research
  - (c) Experimental research
  - (d) Generic research
4. Research is related with
  - (a) Discovery of new data
  - (b) Review of previous studies
  - (c) Analysis of data
  - (d) All the Above
5. In research process, which is the next step after formulating the research problem?
  - (a) Preparing sample design
  - (b) Literature survey
  - (c) Preparing research design
  - (d) Develop hypothesis
6. Literature collected is reviewed and preferably arranged
  - (a) Alphabetically
  - (b) Randomly
  - (c) Chronologically
  - (d) No ordered
7. If the null hypothesis is false then which of the following is accepted?
  - (a) Null Hypothesis
  - (b) Positive Hypothesis
  - (c) Negative Hypothesis
  - (d) Alternative Hypothesis

8. Type I error occurs when?
- (a) We reject  $H_0$  if it is True
  - (b) We reject  $H_0$  if it is False
  - (c) We accept  $H_0$  if it is True
  - (d) We accept  $H_0$  if it is False
9. Which one of the following is a Blue print of a research work?
- (a) Sampling design (b) Research design
  - (c) Research model (d) Hypothesis
10. Which affects the choice of research methods?
- (a) Time and money
  - (b) Aims of the researcher
  - (c) Whether the research is ethical or not
  - (d) All the above
11. Which of these is probability method?
- (a) Quota sampling
  - (b) Simple random sampling
  - (c) Convenience sampling
  - (d) Judgment sampling
12. Sample is considered an element of
- (a) Data (b) Population
  - (c) Set (d) Distribution
13. \_\_\_\_\_ refers to the number of items selected from the universe to constitute a sample
- (a) Population (b) Sampling
  - (c) Sample size (d) Reviews

14. Normally non-sampling errors arises in the stage of
- (a) Testing of hypothesis
  - (b) Sampling design
  - (c) Collection and preparation of data
  - (d) Research design
15. Which one of the following is collection of secondary data?
- (a) Reports and publications
  - (b) Personal interview
  - (c) Questionnaire
  - (d) Observation method
16. Rorschach test is the technique of which test
- (a) Word association technique
  - (b) Story completion technique
  - (c) Pictorial technique
  - (d) Verbal projection test
17. This is generally a set of questions to collect a data filled by the research worker or the enumerator
- (a) Questionnaire
  - (b) Interview schedule
  - (c) Mailed questionnaire
  - (d) None of the above

18. The questionnaire that offers no scope for any respondent's own view is called:
- (a) Close ended            (b) Open ended  
(c) Unstructured            (d) Schedule
19. Categorical variable scale is also called
- (a) Ratio                      (b) Interval  
(c) Ordinal                    (d) Nominal
20. In which of the scales of measurement classification, order, equality of units are ensured?
- (a) Ratio                      (b) Interval  
(c) Ordinal                    (d) Nominal
21. Which of the following is a data visualization method?
- (a) Pentagon  
(b) Line  
(c) Bar chart and pie chart  
(d) Circle and triangle
22. SPSS software is developed by
- (a) IBM                        (b) Microsoft  
(c) Oracle                      (d) SAP
23. What is the mean of a chi-square distribution with 6 degrees of freedom?
- (a) 3                            (b) 6  
(c) 9                            (d) 12
24. t- test is a
- (a) Parametric test  
(b) Non parametric test  
(c) Sample test  
(d) Pilot study

25. Mann whitney test is a
- (a) Parametric test
  - (b) Non parametric test
  - (c) Sample test
  - (d) Pilot study
26. Which of the following tests must be two-sided?
- (a) Kruskal-Wallis test
  - (b) Wilcoxon Signed rank test
  - (c) Runs test
  - (d) Sign test
27. A list of illustrations, included figures and tables, is placed on;
- (a) Abstract vision      (b) Title page
  - (c) Table of contents    (d) Bottom line
28. Which of these is not a parameter in a report?
- (a) Extent of information
  - (b) Quality of information
  - (c) Age of writer
  - (d) Ability to acquire information
29. Reports that provide data or findings, analyses, and conclusions are
- (a) Informational reports
  - (b) Progress reports
  - (c) Summaries
  - (d) Analytical report



30. The graphical way to present data related to different levels of a certain variable is
- (a) Pictogram
  - (b) Pie chart
  - (c) Frequency polygon
  - (d) Histogram
31. Abilities, attitudes, interests can be measured by
- (a) Observation method
  - (b) Self analysis
  - (c) Rating scales
  - (d) Objective tests
32. Which one of the following research procedures will figure under post positivistic approach?
- (a) Normative survey
  - (b) Experimental survey
  - (c) Ethnographic study
  - (d) Ex post facto study
33. Which of the following is a measure of consistency?
- (a) Validity
  - (b) Reliability
  - (c) Creditability
  - (d) Objectivity

**Part B**

(7 × 6 = 42)

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

34. (a) Describe the steps involved in conducting a social science research.
- Or
- (b) Explain the differences between Descriptive research and prescriptive research.

35. (a) What is a research gap? How and when would you identify the research gap?

Or

(b) What is a research design? Explain the factors affecting the research design.

36. (a) Emphasize the significance of research in social sciences.

Or

(b) Discuss the need for studying the past literature, and the role of literature in research.

37. (a) What is sampling? Discuss the essentials of a good sampling.

Or

(b) What is a sample size? Describe the factors affecting the sample size.

38. (a) Explain the various types of data and the techniques of data collection.

Or

(b) Discuss the essentials of a good questionnaire.

39. (a) Describe the procedure and uses of multi-variant analysis.

Or

(b) Explain - T test, F test, Z test.

40. (a) Discuss the procedure for interpretation of test results.

Or

(b) Describe the principles of a good report writing.

**N-0332**

**Sub. Code**

**205422/205522/205622/  
205722/205822**

**COMMON FOR MBA (G/FM/LM/T/HRM) DEGREE  
EXAMINATION, MAY 2023.**

**ONLINE PROGRAMME EXAMINATIONS**

**First Year - Second Semester**

**BUSINESS ENVIRONMENT**

**(CBCS – 2020 onwards)**

Time : 2 Hours

Maximum : 75 Marks

**Part A**

**(33 × 1 = 33)**

Answer **all** questions.

Multiple Choice Questions:

1. External factors affecting a business environment also be referred to \_\_\_\_\_ factors.  
(a) Controllable      (b) Uncontrollable factors  
(c) Relevant      (d) Global
2. Micro environment is also called as \_\_\_\_\_  
(a) General environment  
(b) Operating environment  
(c) Economic environment  
(d) Political environment
3. As per Malthu's theory growth of population is increase  
(a) Geometrically      (b) Arithmetically  
(c) Progressively      (d) Drastically

4. Policy regarding population is termed/called as
- (a) Indian population policy
  - (b) National population policy
  - (c) Demographic population policy
  - (d) Population policy
5. The aim of the private sector is to maximize \_\_\_\_\_
- (a) Loss                      (b) Profit
  - (c) Import                      (d) Export
6. Who is responsible for presenting the Union Budget before the Parliament?
- (a) Prime Minister      (b) RBI Governor
  - (c) Finance Minister      (d) None of the above
7. The operating risk in the host country does not include the risk of
- (a) Change in government policies
  - (b) Exchange control
  - (c) Price controls
  - (d) Sanctions.
8. Government's Policy towards industries is called as \_\_\_\_\_
- (a) Economic policy      (b) Industrial policy
  - (c) Monetary policy      (d) Work policy
9. India is still facing a sluggish growth in its primary sectors specially farming. It resulted in inflation caused due to \_\_\_\_\_ constraints.
- (a) Capital/Infrastructure
  - (b) Hyperinflation
  - (c) Demand Pull
  - (d) Supply Side

10. National income is also known as \_\_\_\_\_
- (a) GNP                      (b) GDP  
(c) NDP                      (d) FERA
11. One of the purposes of the industrial policy is to increase the number of \_\_\_\_\_ India.
- (a) Industries              (b) Securities  
(c) Bonds                    (d) Entrepreneurs
12. Stocks of all the blue-chip companies are listed and traded in \_\_\_\_\_
- (a) Over the Counter Exchange of India  
(b) Sensex  
(c) SEBI  
(d) Bombay Stock Exchange
13. \_\_\_\_\_ is about expansion and contraction of money and the central bank is the implementing body of the monetary policy.
- (a) Non-monetary liabilities  
(b) Monetary policy  
(c) Direct policy  
(d) Higher policy
14. The \_\_\_\_\_ which is also known as discount rate, is the rate at which the central bank discounts advances to the commercial banks.
- (a) Bank rate  
(b) REPO  
(c) Selective Credit Control  
(d) Cash Reserve Ratio

15. \_\_\_\_\_ empowers the Government to fix, review revise and enforce minimum wages of workers employed in all scheduled employment.
- (a) Payment of Bonus is 1965
  - (b) Payment of Wages Act 1936
  - (c) Minimum wages Act 1948
  - (d) Equal Remuneration Act 1976
16. Labour legislation is also known as \_\_\_\_\_ law or labour law, in the body of laws.
- (a) Employment      (b) Workers
  - (c) Traders          (d) Union
17. Kellogg's failed miserably in Indian in its first attempt because it failed to assess India's \_\_\_\_\_ environment.
- (a) Technological      (b) Socio-cultural
  - (c) Economical        (d) Legal
18. Automobile majors like Mercedes Benz, BMW, Volkswagen, Rolls Royce etc. All are a part of \_\_\_\_\_
- (a) Strategic Group
  - (b) Critical Success factors
  - (c) Business analyzing factors
  - (d) Dynamic factors
19. A person who appeals for information is \_\_\_\_\_
- (a) Plaintiff          (b) Defendant
  - (c) Accused          (d) Appellant
20. The Indian judiciary is known for its \_\_\_\_\_ and \_\_\_\_\_ powers.
- (a) Independence/extensive
  - (b) Writ jurisdiction/down legislation
  - (c) Patent/rights
  - (d) Indemnity/extortionary

21. \_\_\_\_\_ Act was created to protect interests of the common man.
- (a) Collective Bidding (b) MRTP  
(c) IMD (d) Intellectual Property Rights
22. \_\_\_\_\_ include new formulations, new combinations of active ingredients or new salts or esters of approved compound.
- (a) Incrementally Modified Drugs (IMDs)  
(b) Monopolies and Restrictive Trade Practice (MRTP)  
(c) Central Information Commission (CIC)  
(d) State Chief Information Commissioner (SIC)
23. Patents are such a big issue in the \_\_\_\_\_ as it is in the pharma sector.
- (a) Public sector (b) Legal sector  
(c) FEMA sector (d) FMCG sector
24. \_\_\_\_\_ refers to the efforts to effectively assimilate technology.
- (a) Vertical Integration  
(b) Innovation  
(c) Rationalization  
(d) Standardization
25. Opening up of multi-million, BPO industry is a part of \_\_\_\_\_ production practice.
- (a) Apsara (b) Rationalised  
(c) Continuous (d) Multi-task
26. \_\_\_\_\_ cooperates with the International Monetary Fund, the World Bank and other multilateral institutions to achieve greater coherence in global economic policy making.
- (a) TRIPS (b) General Council  
(c) GATT (d) WTO

27. India has changed a lot after the LPG policy was introduced in 1991. This shows that Notes business environment is \_\_\_\_\_
- (a) Versatile                      (b) Dynamic  
(c) Unique                          (d) Similar
28. The assets are sold to someone who may use those assets for the same Notes purpose or for any other purpose is known as \_\_\_\_\_
- (a) Joint Venture                  (b) Total Denationalisation  
(c) Liquidation                    (d) Workers Co-operation
29. \_\_\_\_\_ has the full authority to take any decisions relating to international trade.
- (a) IMF                                (b) Ministerial Conference  
(c) MIGA                              (d) MRTP
30. The \_\_\_\_\_ acts on behalf of the Ministerial Conference on all WTO affairs.
- (a) GATT                              (b) TRIPS  
(c) General Council                (d) SAARC
31. The objective of WTO is to \_\_\_\_\_ international trade.
- (a) Partialise                        (b) Favorable  
(c) Successful                        (d) Harmonise
32. Population is a component of the \_\_\_\_\_ environment.
- (a) Demographic                    (b) Social  
(c) Natural                            (d) Technology
33. \_\_\_\_\_ technology saves time.
- (a) Capital intensive technology  
(b) Labour intensive technology  
(c) Both  
(d) None of the above



**Part B**

(7 × 6 = 42)

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

34. (a) Discuss about Michael Porter's five forces of competition.

Or

- (b) Discuss the major changes that have taken place in India's political scenario over the years. Has the situation improved or worsened? Give reasons.

35. (a) Discuss how the government regulates business.

Or

- (b) "The role of industrial policy is more important in a planned economy like India." Discuss.

36. (a) "The increasing population is eating up the fruits of development and economic growth". Discuss.

Or

- (b) Critically analyze the role of SEBI in regulating proceedings of stock exchanges.

37. (a) Discuss how the RBI regulates the supply of money in the country.

Or

- (b) Discuss the factors affecting external labour market specifically in labour market supply and demand.

38. (a) Do a SWOT analysis for the Indian Tourism industry.

Or

- (b) "Application of technology requires a set of specific capabilities." Substantiate.

39. (a) Critically analyse the Foreign Exchange Regulation Act.

Or

(b) "Patents are just as good as valuable assets for any firm". Discuss.

40. (a) Critically analyze the growth of the Indian economy pre-LPG policy and post LPG policy.

Or

(b) Discuss the association of WTO and India. How has India benefited by this association?

---

**N-0333**

**Sub. Code**

**205423/ 205523/  
205623/ 205723/  
205823**

**M.B.A. DEGREE EXAMINATION, MAY 2023**

**ONLINE PROGRAMME EXAMINATIONS**

**First Year — Second Semester**

**Common for M.B.A.(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. Indian contract Act Came into effect on
  - (a) 1<sup>st</sup> September 1872
  - (b) 1<sup>st</sup> October 1872
  - (c) 1<sup>st</sup> April 1872
  - (d) 1<sup>st</sup> December 1872
2. An agreement to carry out an illegal act is an example of
  - (a) Valid contract
  - (b) Void contract
  - (c) Voidable contract
  - (d) Lease agreement
3. The party who makes the offer.
  - (a) Offeree
  - (b) offeror
  - (c) Acceptor
  - (d) Proposer

4. On person's compliance with the terms of an offer made by another.
- (a) Acceptance            (b) offer  
(c) Revocation            (d) cancel
5. What are the requirements of consideration.
- (a) Promise  
(b) Promise and Performance  
(c) Promise, Performance and for bearence  
(d) Performance
6. This is not an agreement but resembles an agreement
- (a) Contract                (b) Void contract  
(c) Quasi-contract      (d) Real agreement
7. Main Aim of contract of indemnity.
- (a) Profit                    (b) Loss  
(c) Gain                     (d) Protection of loss
8. The person delivering the goods is called.
- (a) Bailee                    (b) Bailor  
(c) Indemnity               (d) Contractor
9. Sales of goods Act.
- (a) 1920                      (b) 1928  
(c) 1930                      (d) 1940
10. Rights of an unpaid seller against.
- (a) Goods                    (b) Buyer  
(c) Goods and buyer      (d) Whole saler.

11. The carriers Act  
(a) 1989 (b) 1925  
(c) 1972 (d) 1865
12. The Railways Act relating to carriage of goods.  
(a) 1890 (b) 1925  
(c) 1972 (d) 1865
13. Negotiable instruments Act  
(a) 1981 (b) 1881  
(c) 1875 (d) 1945
14. Negotiable instrument are.  
(a) Cheque only  
(b) Money order only  
(c) Promissory note only  
(d) Cheque, money order and promissory work.
15. Insurance is based on the principle of  
(a) Co-operation (b) Democracy  
(c) Equality (d) Welfare
16. Property insurance provides additional coverage for loss on damage by fire is called.  
(a) Marine insurance (b) Fire insurance  
(c) Life insurance (d) Travel insurance
17. Indian partnership act  
(a) 1942 (b) 1932  
(c) 1927 (d) 1947

18. Those who by agreement with other partners have no voice in management of partnership business are called.
- (a) Active partner      (b) Sleeping partner  
(c) Silent partner      (d) Sub partner
19. Those who put their capital and do not take part in conduct of partnership business is called.
- (a) Active partner      (b) Sleeping partner  
(c) Silent partner      (d) sub partner
20. LLP means
- (a) Limited liability partnership  
(b) Limited liability promotion  
(c) Later liability partership  
(d) Lateral liability promotion
21. LLP act 2008 effective from
- (a) 1<sup>st</sup> March 2009  
(b) 1<sup>st</sup> April 2009  
(c) 1<sup>st</sup> December 2009  
(d) 1<sup>st</sup> April 2008
22. The memorandum of Association of a company is its
- (a) Secondary document  
(b) Principal document  
(c) Document  
(d) Association



28. EGM means.
- (a) Extraordinary general meeting
  - (b) Employee general meeting
  - (c) Empowered general meeting
  - (d) Employer general meeting
29. It Act 2000 come into force
- (a) 12<sup>th</sup> October 2000
  - (b) 17<sup>th</sup> October 2000
  - (c) 31<sup>st</sup> October 2000
  - (d) 1<sup>st</sup> October 2000
30. Firm (or) Individual to conduct business over an electronic network.
- (a) E-commerce            (b) Electrical commerce
  - (c) D-commerce            (d) G-commerce
31. Process to bring about an end to the life of company.
- (a) Winding up            (b) Dissolution
  - (c) Close                    (d) Strike
32. The Right to information Act section deals with the rules on designations of public information officer.
- (a) Sec 1                    (b) Sec 2
  - (c) Sec 4                    (d) Sec 5
33. Which section A RTI act deals with legislation on the request for obtaining information.
- (a) Sec 2                    (b) Sec 5
  - (c) Sec 6                    (d) Sec 7



**Part B**

(7 × 6 = 42)

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

34. (a) Write in short the essential elements of contract.

Or

- (b) Discuss some legal rules regarding a valid acceptance.

35. (a) Write a short note on the various components of consideration.

Or

- (b) Write in short note about discharge of surety from liability.

36. (a) Mention the difference between conduction and warranty related sale of goods Act 1930.

Or

- (b) Explain about carriers Act 1865.

37. (a) Write in brief about the characteristics of negotiable instruments.

Or

- (b) Explain the role of LIC.

38. (a) Write short note on Law of Partnership.

Or

- (b) Write short note on LLP.

39. (a) Explain about prospectus.

Or

(b) Write a short note on preliminary stage of formation of a company.

40. (a) Explain about digital signature.

Or

(b) Discuss the methods of winding up.

---

**N-0334**

**Sub. Code**

**205424/205524/**

**205624/205724/**

**205824**

**COMMON FOR M.B.A. (G/FM/LM/T/HRM) DEGREE  
EXAMINATION, MAY 2023**

**ONLINE PROGRAMME EXAMINATIONS**

**First Year – Second Semester**

**MANAGEMENT INFORMATION SYSTEM**

**(CBCS – 2020 onwards)**

Time : 2 Hours

Maximum : 75 Marks

**Part A**

(33 × 1 = 33)

Answer **all** questions.

1. Among the forces suggested by Mintzberg, which one refers to visible skill base and knowledge of the people who make the organization?
  - (a) Direction
  - (b) Innovation
  - (c) Proficiency
  - (d) Competition
2. \_\_\_\_\_ form refers to something that is unmodified or original.
  - (a) Contaminated
  - (b) Pristine
  - (c) Coarse
  - (d) Amalgamated
3. What are the three major new information system trends that revolutionized the business operations?
  - (a) Growing mobile digital platform
  - (b) Growth of online software as a service
  - (c) Development of cloud computing
  - (d) (a) (b) and (c)

4. Who is said to be control master of an organization?
- (a) Clerk                      (b) Manager  
(c) Supervisor                (d) Worker
5. It refers to the name given to the project
- (a) Project title  
(b) Project report  
(c) Problem statement  
(d) Preliminary Idea
6. The scope and role of MIS chapter from standalone system such as DSS and EIS, DSS stands for
- (a) Decision support system  
(b) Deputy support system  
(c) Delhi support system  
(d) Doorstep support system
7. Vendor for iRenaissance is
- (a) Oracle                      (b) People soft  
(c) QAD                         (d) Ross systems
8. \_\_\_\_\_ models are used to provide answers to what-if situations occurring frequently in an organization.
- (a) Sensitivity Analysis  
(b) Optimization analysis  
(c) Statistical  
(d) Forecasting

9. A semi-structured decision falls some where between \_\_\_\_\_ and unstructured decisions
- (a) Semi structured (b) Structured  
(c) Unstructured (d) Half structured
10. On the basis of the level of \_\_\_\_\_ of outcomes, decision making can be classified in to three categories decision making under certainty, decision making under risk and decision making under uncertainty.
- (a) Knowledge (b) Power  
(c) Authority (d) Decision
11. Saving transaction level data in a format for retrieval at a later date.
- (a) Sorting (b) Recording  
(c) Analysing (d) Reproducing
12. Generating information more than once.
- (a) Sorting (b) Recording  
(c) Reproducing (d) Visualizing
13. Firms use IT to charge their core business processes, manage their customers and suppliers and manage themselves these firms are known as
- (a) Firms (b) Digital firms  
(c) Technology firms (d) Customer firm
14. The Goal of information system is to make \_\_\_\_\_ available to its users
- (a) Information (b) Data  
(c) Details (d) System

15. The type of data transmission that uses analog signals to transmit data is called
- (a) Digital transmission
  - (b) Analog transmission
  - (c) Non digital transmission
  - (d) Non analog transmission
16. Radio Frequency (RF) or the radio wave ranges from 10 KHz to \_\_\_\_\_.
- (a) 500 MHz                      (b) 1 GHz
  - (c) 2.5 GHz                      (d) 5 GHz
17. EDI stands for \_\_\_\_\_
- (a) Electronic data interconnection
  - (b) Electronic data interchange
  - (c) Electronic date information
  - (d) Effective data interchange
18. \_\_\_\_\_ is a technique which allows data to be encoded in the form of a series of parallel and adjacent bars and spaces which represent and string of characters.
- (a) RFID                      (b) QR code
  - (c) Bar code                      (d) NFC tags
19. For installing Windows 2000 advanced server, minimum RAM capacity recommended is \_\_\_\_\_
- (a) 64 MB                      (b) 128 MB
  - (c) 256 MB                      (d) 512 MB

20. A special-purpose computer designed for handling and switching office telephone calls at a company site is known as \_\_\_\_\_
- (a) Workflow server (b) Mail servers  
(c) File servers (d) Private branch exchange
21. \_\_\_\_\_ is a non-profit society that has been formed to help businesses and customers to utilize the Internet for buying and selling.
- (a) CommerceNet (b) CRISIL  
(c) IBM (d) SAIC
22. B2C stands for
- (a) Business to company  
(b) Budget to company  
(c) Business to consumer  
(d) Benefits to consumer
23. Till 1960s, which was the only method of data processing?
- (a) Online processing (b) Batch processing  
(c) OCR (d) Distributed data processing
24. OCR stands for
- (a) Optical code reader  
(b) Optical character regenerator  
(c) Optical character reader  
(d) Open connection reader
25. \_\_\_\_\_ information is holistic, unstructured and draws heavily from the external environment.
- (a) Strategic (b) Tactical  
(c) Operational (d) None of the above

26. In which architecture all system information are constantly replicated to all sites in the network?
- (a) Entralised IS      (b) Distributed IS  
(c) Decentralized IS   (d) Consolidated IS
27. \_\_\_\_\_ are people who hack into the phone systems of organizations so that they can then make calls at the expense of the organization.
- (a) Phreaks              (b) Denial of service  
(c) Ethical hackers    (d) Crackers
28. Which among the following is NOT a component of identity management for security in internet?
- (a) Username  
(b) Biometric control  
(c) Digital certificates  
(d) Nationality
29. \_\_\_\_\_ testing involves testing the system with respect to user needs, requirements and business processes.
- (a) Unit                  (b) Acceptance  
(c) System              (d) Integration
30. A \_\_\_\_\_ is a peripheral device attached to computers(via a telephone line), which enables communication by converting digital signals into analog signals and vice versa.
- (a) Barcode reader    (b) Scanner  
(c) CD-ROM            (d) Modem



31. Receiving signals from or transmitting in all directions refers to \_\_\_\_\_
- (a) Unidirectional      (b) Omni directional  
(c) Bi-directional      (d) Monochannel
32. \_\_\_\_\_ models are becoming popular among students in universities, because these are large organizations in the same environmental area which are low on cost.
- (a) B2C                      (b) B2B  
(c) JIT                        (d) C2C
33. The fraudulent practice of sending emails purporting to be from reputable companies in order to induce individuals to reveal personal information, such as passwords and credit card numbers refers to \_\_\_\_\_.
- (a) Malicious code      (b) Trojan  
(c) Phishing                (d) Phreaks

**Part B** (7 × 6 = 42)

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

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

Or

- (b) Why is information management so important for managers?

35. (a) What are the characteristics and basic requirements of MIS?

Or

- (b) When did the research and development in the field of AI progress?

36. (a) List the benefits of an Executive support system (ESS).

Or

(b) Write a short note on reports are helpful to managers.

37. (a) State the features of Electronic bulletin board systems.

Or

(b) Explain the advantages of communication channels.

38. (a) State the benefits of MIS for Research production.

Or

(b) Explain about ERP system.

39. (a) Explain the features of M-commerce.

Or

(b) Write a short note on Input devices.

40. (a) How to managing information technology?

Or

(b) Explain the societal challenges of information technology.

---

**N-0335**

**Sub. Code**

**205425/**

**205525/**

**205625/**

**205725/**

**205825**

**COMMON FOR MBA/(G/FM/LM/T/HRM) DEGREE  
EXAMINATION, MAY 2023**

**ONLINE PROGRAMME EXAMINATIONS**

**First Year – Second Semester**

**HUMAN RESOURCE MANAGEMENT**

**(CBCS – 2020 Onwards)**

Time : 2 Hours

Maximum : 75 Marks

**Part A**

(33 × 1 = 33)

Answer **all** questions.

1. \_\_\_\_\_ are the most important resources of an organization.
  - (a) Buildings
  - (b) Machineries
  - (c) People
  - (d) Money
  
2. \_\_\_\_\_ means recruiting the required number of employees.
  - (a) Development
  - (b) Maintaining
  - (c) Procuring
  - (d) Training

3. Berridge classified development of HRM in UK into \_\_\_\_\_ stages.
- (a) Four                      (b) Six  
(c) Seven                      (d) Eight
4. The model developed by the American Society for Training and Development (ASTD) identifies \_\_\_\_\_ HR areas.
- (a) 5                              (b) 6  
(c) 9                              (d) 10
5. Job \_\_\_\_\_ is basically describe the nature of job.
- (a) Specification              (b) Design  
(c) Restructure                (d) Description
6. Policy is a \_\_\_\_\_ and accepted course of thoughts and actions.
- (a) Proposed                    (b) Conditioned  
(c) Predetermined              (d) Designed
7. \_\_\_\_\_ involves locating and attending adequate human resources.
- (a) Selection                    (b) Training  
(c) Recruitment                (d) Development
8. \_\_\_\_\_ will be helpful for forecasting staffing requirement.
- (a) Ratio analysis              (b) Time analysis  
(c) Job analysis                (d) System analysis

9. \_\_\_\_\_ tests assess an individual's potentiality to learn about a job through adequate training.
- (a) Attitude                      (b) Performance  
(c) Aptitude                      (d) Psychological
10. \_\_\_\_\_ effect is sometimes closely connected with the interview and is very dangerous
- (a) Halo                              (b) Stereotype  
(c) Observational                (d) Performance
11. The objective of \_\_\_\_\_ is to facilitate learning of new skills, enhancing the existing knowledge.
- (a) Orientation                  (b) Selection  
(c) Training                        (d) Promoting
12. \_\_\_\_\_ is one of the methods of on-the job training.
- (a) Lecture                        (b) Coaching  
(c) Conference                  (d) Case study
13. \_\_\_\_\_ is a group training method involving acceptance and playing of a role in real life drama.
- (a) T-group training              (b) Case study  
(c) Conference                  (d) Role-play
14. \_\_\_\_\_ is one of the methods of executive development.
- (a) Business games  
(b) Coaching  
(c) Vestibule training  
(d) Programmed instruction

15. The basic purpose of wage and salary administration is to establish and maintain an \_\_\_\_\_ wage and salary structure.
- (a) Varied                      (b) Equitable  
(c) Optimum                    (d) Maximum
16. \_\_\_\_\_ is a supplements to wages received by workers at a cost to employees.
- (a) Wage                      (b) Salary  
(c) Incentives                (d) Fringe benefits
17. Transparent performance and appraisal system enhances \_\_\_\_\_
- (a) Employee retention  
(b) Demotion  
(c) Selection  
(d) Development
18. It is estimated that employees spent about \_\_\_\_\_ part of their the life working.
- (a) 1/2                      (b) 1/3  
(c) 1/4                      (d) 2/3
19. The process of assessing employee performance is \_\_\_\_\_
- (a) Retention                (b) Promotion  
(c) Counseling               (d) Performance appraisal
20. The evaluation is asked to rate employees on the basis of job related characteristics and knowledge.
- (a) Ranking                    (b) Graphic rating  
(c) Grading                    (d) Essay method



27. \_\_\_\_\_ information provides data regarding wages, incentives, allowances, fringe benefits, deductions.
- (a) Training                      (b) Payroll  
(c) Health                         (d) Manpower
28. The process of identifying and measuring data about human resources is
- (a) HR audit                      (b) HR development  
(c) HR accounting              (d) HR management
29. \_\_\_\_\_ is considered as Father of scientific management.
- (a) F.W. Taylor                 (b) Henry Fayol  
(c) Elton Mayo                 (d) Drucker
30. Staff function is \_\_\_\_\_ to line management
- (a) Sincere                        (b) Service  
(c) Systematic                  (d) Armed forces
31. The HR policy must be reasonably stable but not \_\_\_\_\_
- (a) Flexible                        (b) Rigid  
(c) Systematic                  (d) Specific
32. \_\_\_\_\_ means attracting the employees working elsewhere to join the organization.
- (a) Head hunting  
(b) Attrition  
(c) Jobbers  
(d) Raiding



33. One of the principles of good \_\_\_\_\_ is to make candidate feel at ease.
- (a) Selection                      (b) Interviewing  
(c) Training                        (d) Planning

**Part B**

(7 × 6 = 42)

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

34. (a) Explain the functions of HRM.
- Or
- (b) Narrate the competitive challenges of HRM.
35. (a) Write a note on job description and job specification.
- Or
- (b) Explain the external and internal sources of recruitment.
36. (a) Explain elaborately on the types of selection tests.
- Or
- (b) What is orientation? Explain its importance.
37. (a) Write an essay on Human resource accounting and audit.
- Or
- (b) Discuss the various types of incentives.
38. (a) Define employee retention. Explain its various methods.
- Or
- (b) What is job evaluation? Explain qualitative and quantitative methods of job evaluation.

39. (a) Explain the causes and consequences of labour attrition.

Or

(b) Briefly explain the grievance redressal stages.

40. (a) Define trade union. Discuss the future of trade unions.

Or

(b) Describe the various personnel records and reports.

---

**N-0336**

**Sub. Code**

**205431/**

**205531/**

**205631/**

**205731/**

**205831**

**M.B.A. DEGREE EXAMINATION, MAY 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** questions.

1. \_\_\_\_\_ is the act of obtaining a desired object from someone by offering in return
  - (a) Sales
  - (b) Marketing
  - (c) Exchange
  - (d) Production
  
2. Social marketing is a method employed to develop activities intended to change or maintain people's behavior for the benefit of individuals and \_\_\_\_\_ as a whole
  - (a) Society
  - (b) Community
  - (c) Nation
  - (d) State

3. \_\_\_\_\_ is not in traditional 4P's of marketing.
- (a) Product                      (b) Promotion  
(c) Package                      (d) Pricing
4. Psychographic segmentation is based on shared \_\_\_\_\_ characteristics of the consumers.
- (a) Demographic              (b) Legal  
(c) Economical                (d) Psychological
5. \_\_\_\_\_ environment consists of the environment outside the organization.
- (a) Macro                      (b) Internal  
(c) Micro                      (d) Trade unions
6. The more sellers of similar product or service the more \_\_\_\_\_ the environment.
- (a) Economic                (b) Competitive  
(c) Legal                      (d) Political
7. A customer remembers only a few messages and they are the ones which are in line with their existing beliefs and attitude.
- (a) Perception                (b) Distortion  
(c) Attention                 (d) Retention
8. \_\_\_\_\_ involves learning from others without direct experience or reward.
- (a) Classical conditioning  
(b) Operant conditioning  
(c) Cognitive learning  
(d) Modeling

9. The researcher selects the most easily available sampling units or respondents from the population and interviews them
- (a) Convenience sampling
  - (b) Judgmental sampling
  - (c) Quota sampling
  - (d) Simple random sampling
10. \_\_\_\_\_ margin is calculated as the selling price of an item, less than the cost of goods sold.
- (a) Net                      (b) Gross
  - (c) Profit                    (d) Sales
11. The company seeks to have a limited launch for the product in the marketplace is \_\_\_\_\_ marketing.
- (a) Tele                      (b) Internet
  - (c) test                      (d) Online
12. The market is growing at a slow rate and the market share of the business is low is \_\_\_\_\_
- (a) Cash cows              (b) Dogs
  - (c) Stars                    (d) Problem children
13. The stages through which a product travels during its life period is called product
- (a) Mix                      (b) Positioning
  - (c) Launch                (d) Life cycle
14. \_\_\_\_\_ is a task which is done so that the product is safe and can be easily stored or transported from the producers to end user.
- (a) Branding                (b) Packaging
  - (c) Positioning            (d) Targeting

15. Initially setting high price for the new product is called \_\_\_\_\_ price.
- (a) Skimming                      (b) Penetrative  
(c) Discriminatory                (d) Bundle
16. When the total revenue is equal to total \_\_\_\_\_ it is break even point.
- (a) Fixed cost                      (b) Cost  
(c) Variable cost                 (d) Marginal cost
17. Marketing \_\_\_\_\_ is an art of managing the flow of raw materials and finished goods from the source of supply to end users.
- (a) Distribution                    (b) Positioning  
(c) Logistics                        (d) Brand
18. A strategic alliance is an agreement between two or more parties to pursue a set of agreed upon objectives needed while remaining \_\_\_\_\_ organizations.
- (a) Collaborative                 (b) Dependent  
(c) Merged                         (d) Independent
19. In a geographical area only one wholesaler, retailer or industrial distributor is used \_\_\_\_\_
- (a) Intensive distribution  
(b) Exclusive distribution  
(c) Selective distribution  
(d) Purposive distribution
20. These stores target their merchandise to specific target markets
- (a) Specialty                        (b) Departmental  
(c) Malls                              (d) Convenience

21. Managing a sales force is an \_\_\_\_\_ task because most sales people work away from the direct supervision of their managers.
- (a) Easy                      (b) Simple  
(c) Trouble free              (d) Intricate
22. \_\_\_\_\_ sales persons prefer recognition as achievers by peers and supervisors and tend to be sales quota oriented.
- (a) Satisfiers                (b) Trade-off  
(c) Goal oriented            (d) Money oriented
23. \_\_\_\_\_ is incentives to customers on trade that are designed to stimulate purchase.
- (a) Sales promotion        (b) Advertisement  
(c) Personal selling        (d) Publicity
24. Which one is not public relation activity?
- (a) Publicity  
(b) Corporate advertising  
(c) Charitable donations  
(d) Discount sales
25. Advertising are primarily used for \_\_\_\_\_ products in the target audiences mind.
- (a) Targeting                (b) Positioning  
(c) Segmenting              (d) Pricing
26. Measuring the advertisement effectiveness is \_\_\_\_\_
- (a) Budgeting                (b) Standardizing  
(c) Evaluation                (d) Copy creating

27. \_\_\_\_\_ attack involves the aggressor taking on the incumbent head on.
- (a) Bypass                      (b) Frontal  
(c) Encirclement              (d) Flanking
28. \_\_\_\_\_ attracts, maintain and enhances customer relationship.
- (a) CRM                          (b) TQM  
(c) JIT                            (d) CSR
29. Category killers sell a \_\_\_\_\_ line merchant
- (a) Single                        (b) Multiple  
(c) Internet                      (d) Social
30. When a salesperson's salary is not linked to the amount by sales that he generated is \_\_\_\_\_
- (a) Salary plus incentives  
(b) Fixed emoluments  
(c) Only incentives  
(d) Salary plus commission
31. \_\_\_\_\_ is the most popular direct marketing technique.
- (a) Publicity  
(b) Coupons  
(c) Online advertisement  
(d) E-mail
32. \_\_\_\_\_ is merchandise offered for free or at low cost with a brand as an incentive to consumers to purchase the brand.
- (a) Premium                      (b) Bonus  
(c) Free trials                      (d) Coupons



33. \_\_\_\_\_ attack is the most indirect marketing strategy adopted by the challenging firm with a view to surpassing the competition by attacking its easier markets.

- (a) Encirclement      (b) Frontal  
(c) Bypass              (d) Flanking

**Part B**

(7 × 6 = 42)

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

34. (a) Narrate various approaches of marketing.

Or

(b) Give a note on service marketing mix.

35. (a) Explain the external marketing environment.

Or

(b) Discuss the determinants of consumer behavior.

36. (a) Elucidate the changing marketing practices.

Or

(b) Write an essay on product line management.

37. (a) Write short note on product positioning and diversification.

Or

(b) Discuss the relationship between pricing and product life cycle.

38. (a) Comment on strategic alliance for logistic cost reduction.

Or

(b) Elucidate modern trends in retailing.

39. (a) Discuss the criteria under management of sales force.

Or

(b) Discuss the direct marketing channels.

40. (a) Describe the various types of advertisements copy.

Or

(b) Write a note on data warehousing and data mining.

---

**N-0337**

**Sub. Code**

**205432/205532/**

**205632/205732/**

**205832**

**M.B.A. DEGREE EXAMINATION, MAY 2023**

**ONLINE PROGRAMME EXAMINATIONS**

**Second Year — Third Semester**

**FINANCIAL MANAGEMENT**

**(Common for M.B.A (G)/F.M/L.M/T/H.R.M)**

**(CBCS – 2020 onwards)**

Time : 2 Hours

Maximum : 75 Marks

**Part A**

(33 × 1 = 33)

Answer **all** questions.

Choose the correct answer.

1. The Primary goal of a financial management is \_\_\_\_\_
  - (a) To maximize the return
  - (b) To maximize the risk
  - (c) To maximize the wealth of the owners
  - (d) To maximize the profit
2. The traditional view of financial management looks at
  - (a) Arrangement of short-term and long-term funds from financial institutions
  - (b) Mobilization of funds through financial instruments
  - (c) Orientation of Finance function with accounting function
  - (d) All of the above

3. Liquidity and profitability are \_\_\_\_\_ goals for the finance manager
- (a) Different
  - (b) Separate
  - (c) Competing
  - (d) Finance
4. Using the loopholes of law to reduce tax is known as
- (a) Tax evasion
  - (b) Tax planning
  - (c) Tax avoidance
  - (d) Tax Management
5. \_\_\_\_\_ Maximization objective considers the risk and time value of money
- (a) Profit
  - (b) Wealth
  - (c) Value
  - (d) Growth
6. Business across several countries with some decentralization of management decision making to subsidiaries is
- (a) Global business
  - (b) Multinational business
  - (c) Transnational business
  - (d) Multi-regional business

7. Debt funds are raised in the form of
- (a) Debentures
  - (b) Term loans
  - (c) Bonds
  - (d) All of the above
8. Ownership securities are represented by
- (a) Securities
  - (b) Equity
  - (c) Debt
  - (d) Debentures
9. Who controls the capital market in India?
- (a) SEBI
  - (b) RBI
  - (c) IRDA
  - (d) NABARD
10. Indicate the odd-one in the following
- (a) Book building
  - (b) Green shoe option
  - (c) Underwriting
  - (d) Road show
11. Cost of capital refers to
- (a) Floating cost
  - (b) Dividend
  - (c) Minimum required rate of return
  - (d) None of these

12. When the firm is overgeared it faces.
- (a) Financial risk
  - (b) Business risk
  - (c) Interest rate risk
  - (d) Market rate risk
13. The measure of business risk is
- (a) Financial leverage
  - (b) Total leverage
  - (c) Combined leverage
  - (d) Operating leverage
14. Which formula is used to measure the degree of operating leverage?
- (a)  $\text{EBT/EBIT}$
  - (b)  $\text{Contribution/EBIT}$
  - (c) EPS
  - (d) EBIT
15. A sound capital budget decision is based on \_\_\_\_\_
- (a) Cash flows
  - (b) Accounting Profit
  - (c) Interest rate on borrowings
  - (d) Last dividend paid

16. Which of the following represents the amount of time that it takes for a capital budgeting project to recover its initial cost?
- (a) Maturity period
  - (b) Payback period
  - (c) Redemption period
  - (d) Investment Period
17. \_\_\_\_\_ is the most important investment decision because it determines the risk-return characteristics of the port-folio
- (a) Hedging
  - (b) Market timing
  - (c) Performance measurement
  - (d) Asset Allocation
18. The value of the future net incomes discounted by the cost of capital are called
- (a) Average capital cost
  - (b) Discounted capital cost
  - (c) Net capital cost
  - (d) Net present values
19. The excess of current assets over current liabilities is called
- (a) Net current assets
  - (b) Net working capital
  - (c) Working Capital
  - (d) All of the above

20. The need for working capital arises because of time gap between production of goods and their actual realization after sales is termed as
- (a) Operating cycle
  - (b) Cash conversion cycle
  - (c) Business cycle
  - (d) None of the above
21. Reorder levels \_\_\_\_\_ than safety level
- (a) Higher                      (b) Lower
  - (c) Medium                    (d) Fixed
22. A decrease in the firms receivable turnover ratio means that \_\_\_\_\_
- (a) It is collecting credit sales more quickly than before
  - (b) It is collecting credit sales more slowly than before
  - (c) Sales have gone down
  - (d) Inventories have gone up
23. The availability of cash in the near future after taking account of financial commitments is known as
- (a) liquidity                    (b) solvency
  - (c) cash flow                    (d) cash-rich
24. The investment in short-term marketable securities is not made for one of the following objectives
- (a) To increase return on investment by earning interest on idle funds
  - (b) To improve liquidity ratio
  - (c) To convert into cash as and when cash shortage is faced
  - (d) To earn interest for the holding period of investment



25. MM model of Dividend irrelevance uses arbitrage between
- (a) Dividend and Bonus
  - (b) Dividend and capital issue
  - (c) Profit and investment
  - (d) None of the above
26. Walter's model suggests that a firm can always increase ie, of the share by
- (a) Increasing Dividend
  - (b) Decreasing Dividend
  - (c) Constant Dividend
  - (d) None of the above
27. The dividend decisions are concerned with
- (a) Determination of quantum of profits to be distributed to the owners
  - (b) The frequency of such payments
  - (c) The amounts to be retained by the firm
  - (d) All of the above
28. Dividend payout ratio is
- (a) PAT capital
  - (b) DPS/EPS
  - (c) Preference dividend/EPT
  - (d) Preference dividend/Equity Dividend

29. One of the following is a common sources of finance for a small business firm
- (a) Factoring
  - (b) Bills discounting
  - (c) Commercial paper
  - (d) Bills acceptance
30. Capital structure decisions should always aim at having debt component inorder to
- (a) Gain tax savings
  - (b) Gain control over the company
  - (c) Balance the capital structure
  - (d) Increase the earnings available for equity shareholders
31. The weighted average cost of capital is not similar to
- (a) Overall cost of capital
  - (b) Required rate to return
  - (c) Risk adjusted return
  - (d) Minimum rate of return
32. The minimum levels of various current assets required by the firm to ensure the continuity of operations is known as
- (a) Net working capital
  - (b) Net current Assets
  - (c) Core current assets
  - (d) Permanent current Assets

33. Financial leverage is also known as
- (a) Trading on equity
  - (b) Trading on debt
  - (c) Interest on equity
  - (d) Interest on debt

**Part B**

(7 × 6 = 42)

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

34. (a) State the significance of Financial management.
- Or
- (b) Explain In detail Tax Avoidance and Tax evasion.
35. (a) What are the relationship between Risk and Return?
- Or
- (b) What are the various sources of long term capital?
36. (a) Explain the concept of book building and discuss the book building process.
- Or
- (b) What are the methods used in calculation of cost of equity.
37. (a) Critically examine the net income and net operating income approaches to capital structure.
- Or
- (b) Distinguish between Net present value method and Internal rate of return method of ranking of Projects.

38. (a) "Decision tree analysis is helpful in managerial decisions". Explain with example.

Or

(b) What factors would you take into account in planning the working capital requirements of a firm?

39. (a) Explain the concept of 'ABC Analysis' as a technique of inventory control.

Or

(b) Discuss the miller and orr model of cash Management.

40. (a) Explain the Modigliani-Miller hypothesis of dividend irrelevance Does this hypothesis suffer from deficiencies?

Or

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

---

**N-0338**

**Sub. Code**

**205433A1/  
205833**

**M.B.A. DEGREE EXAMINATION, MAY 2023**

**Second Year – Third Semester**

**INDUSTRIAL RELATIONS MANAGEMENT**

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

**(CBCS – 2020 onwards)**

Time : 2 Hours

Maximum : 75 Marks

**Part – A**

**(33 × 1 = 33)**

Answer **all** questions.

1. Which among the following is a salient feature(s) of the Constitution of India?
  - (a) India is a Union of States
  - (b) Mixture of Federalism and Unitarianism
  - (c) Preamble of the Constitution
  - (d) All the above
  
2. \_\_\_\_\_ provides protection of life and personal liberty.
  - (a) Article 21
  - (b) Article 14
  - (c) Article 19
  - (d) Article 24
  
3. \_\_\_\_\_ represents salaried professionals or educated workers who work in offices.
  - (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. HMS stands for \_\_\_\_\_  
(a) Hind Mazdoor Sangh  
(b) Hind Mahila Sangh  
(c) Haryana Mazdoor Sangh  
(d) None of the above
7. Which of the following provides for recognition of trade unions at the central level?  
(a) Industrial disputes act  
(b) Trade Unions act  
(c) Code of discipline in industry  
(d) Inter-union code of conduct
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. India has ratified 6 out of 8 core ILO conventions. One of the conventions which is yet to be ratified is  
(a) Equal Remuneration Convention, 1951  
(b) Forced Labour Convention, 1930  
(c) Minimum Age Convention, 1973  
(d) Right to Organize and Collective Bargaining Convention, 1949

10. Which among the followings 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. A system of industrial relations where social and labour issues are discussed between trade unions and management at enterprise level is
- (a) Bipartism                      (b) Tripartism
  - (c) Social dialogue              (d) None of the above
13. The institution of works committee was introduced in \_\_\_\_\_ under the Industrial Disputes Act 1947.
- (a) 1947                              (b) 1950
  - (c) 1952                              (d) 1956
14. Various alternative approach for negotiations include
- (a) Collaborating              (b) Avoiding
  - (c) Accomodating              (d) All the above

15. The Industrial Dispute (Amendment) Bill from the year \_\_\_\_\_ abolishes the institution of Works Committee under Section 3 of the Industrial Disputes Act, 1947.
- (a) 1980                      (b) 1985  
(c) 1990                      (d) 1995
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. Find out the characteristics of collective bargaining which is not applicable
- (a) It is a collective process  
(b) It is a flexible process  
(c) It is not a bipartite process  
(d) It is interdisciplinary system
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) NIC



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 industrial peace is secured through voluntary \_\_\_\_\_ and compulsory \_\_\_\_\_
- (a) Compromise and Arbitration
  - (b) Adjudication and Arbitration
  - (c) Work Committee and Industrial Tribunal
  - (d) Negotiation and Adjudication
21. Which of the following colour is used for radiation hazard?
- (a) Red
  - (b) Orange
  - (c) Green
  - (d) Purple
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. The Industrial Employment (Standing Orders) Act, 1946, requires that every establishment employing \_\_\_\_\_ workers should frame standing orders.
- (a) 50 or more            (b) 100 or more  
(c) 200 or more        (d) 500 or more
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. A dyadic relationship between two persons: a manager who is offering help, and employee to whom such help is given
- (a) Counselling            (b) Helping  
(c) Mentoring              (d) Exit interview
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. Disabilities result from one of \_\_\_\_\_ forces like medical, natural, etc.
- (a) Three                      (b) Four  
(c) Five                        (d) Six
29. The first Factories Act was enacted in
- (a) 1881                        (b) 1895  
(c) 1897                        (d) 1885
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. A practice used by companies to assign their costly activities to outside providers is known as
- (a) Planning                    (b) Decentralization  
(c) Restructuring            (d) Outsourcing
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) Write short note about constitution of India.

Or

- (b) Explain the concept of labour movement.

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

Or

- (b) Discuss about Inter and intra union rivalries.

36. (a) Explain about welfare funds.

Or

- (b) State the role of government employers in industrial relations.

37. (a) Explain the various types of negotiations.

Or

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

38. (a) Explain the code of conduct.

Or

- (b) Briefly explain about wage boards.

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

Or

- (b) Explain the importance of safety committee.

40. (a) Explain about notice boards.

Or

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

**N-0339**

**Sub. Code**

**205434A2/  
205834**

**M.B.A. DEGREE EXAMINATION, MAY 2023**

**ONLINE PROGRAMME EXAMINATIONS**

**Second Year – Third Semester**

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

**LABOUR LEGISLATIONS – I**

**(CBCS – 2020 onwards)**

Time : 2 Hours

Maximum : 75 Marks

**Part A**

**(33 × 1 = 33)**

Answer **all** questions.

1. A person who has ultimate control over the affairs of the factory under Factories Act, 1948 is called as
  - (a) Occupier
  - (b) Manager
  - (c) Chairman
  - (d) Managing Director
  
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



7. Under Workmen's Compensation Act, 1923, which of the following are considered as dependent of deceased workman for the purpose of paying compensation?
- (i) a minor brother or an unmarried sister or a widowed sister
  - (ii) a widowed daughter-in-law
  - (iii) a minor child of a pre-deceased son
  - (iv) a minor child of a pre-deceased daughter where no parent of the child is alive
  - (v) a paternal grandparent if no parent of the workman is alive;
- (a) i, ii and v                      (b) i, ii, iii and iv  
(c) i, ii, iii and v                (d) i, ii, iii, iv and v
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. Under the Industrial Disputes Act, which of the following cannot be considered as an industrial dispute?
- (a) When employer fails to keep his verbal promises
  - (b) When closure is a pretence
  - (c) When demand made for alteration of conditions of service of employees in a cooperative society
  - (d) When the lock-out is in disguise of closure
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. The special provisions relating to Lay-off, retrenchment and closure as given under the Industrial Disputes Act, 1947 apply to those establishments where at least
- (a) 100 workers are employed
  - (b) 50 workers are employed
  - (c) 200 workers are employed
  - (d) 500 workers are employed
13. \_\_\_\_\_ of the Industrial Disputes Act deals with the representation of a party to a dispute.
- (a) Section 26                      (b) Section 30
- (c) Section 36                      (d) Section 39
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 10A                      (b) Sections 12(3)
- (c) Section 13(3)                      (d) Section 15



15. Under the Shops and Establishments act, 1947 - No young person shall be required to work in any establishment before \_\_\_\_\_ and after 7p.m.
- (a) 5 a.m. (b) 6 a.m.  
(c) 7 a.m. (d) 8 a.m.
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. Minimum wage limit for Physically Disabled Persons for availing ESIC Benefits is
- (a) Rs.15000/- (b) Rs.25000/-  
(c) Rs.20000/- (d) Rs.50000/-
18. Which chapter of the ESI act deals with contributions?
- (a) Chapter IV (b) Chapter V  
(c) Chapter VI (d) Chapter VIII
19. Whoever, for the purpose of causing any increase in payment or benefit under this Act, or for the purpose of avoiding any payment to be made by himself under this Act or enabling any other person to avoid any such payment, knowingly makes or causes to be made any false statement or false representation, shall be punishable with imprisonment for a term which may extend to \_\_\_\_\_
- (a) Three months (b) Five months  
(c) Six months (d) Ten months

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. The Act is applicable to every establishment which is a factory engaged in any industry specified in Schedule I and in which \_\_\_\_\_ persons are employed.
- (a) 20                                  (b) 10 or more  
(c) 20 or more                      (d) 15 or more
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. The statutory rate of contribution to the provident fund by the employees and the employers, as prescribed in the Act, is \_\_\_\_\_ of basic wage, dearness allowance, including cash value of food concession and retaining allowance.
- (a) 5 percent                      (b) 7.5 percent  
(c) 8 percent                      (d) 10 percent

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 sub-section (2) of the said section, from the following duty(duties) of the Inspector:
- (a) To exercise such other powers as the scheme may provide  
(b) To enter and search any establishment or any premises connected therewith  
(c) To examine the employer or contractor from whom any amount is recoverable  
(d) All the above
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. No Court shall take cognizance of an offence under the Contract Labour (Regulation and Abolition) Act, 1970. EXCEPT on a complaint by or with the previous sanction in writing of:
- (a) Appropriate Government  
(b) Labour Commissioner  
(c) The Inspector  
(d) An officer not below the rank of Class One Gazetted Officer of the Government

29. Section 2 (K) of the Factories Act 1948 Says about
- (a) Manufacturing Process
  - (b) Factory
  - (c) Worker
  - (d) None of these
30. Under which of the following legislations there is a provision called 'protected workmen'?
- (a) Trade Unions Act, 1926
  - (b) Industrial Employment (Standing Orders) Act, 1946
  - (c) Factories Act, 1948
  - (d) Industrial Disputes Act, 1947
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. Section 50 of ESI Act provides the following with regard to,
- (a) Sickness benefit
  - (b) Funeral benefit
  - (c) Maternity benefit
  - (d) Disablement benefit
33. Which section of The Employees Provident Fund and 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 by choosing either (a) or (b).

34. (a) Discuss the health provisions of factory workers.

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) What is Lay-off? Explain the management's right to lay-off.

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

Or

- (b) Discuss the salient provisions of Shops and establishments act.

38. (a) Write a note on employee state insurance corporation.

Or

- (b) What are the offences and penalties?

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

Or

(b) How to determine and recover money due from employer?

40. (a) Explain the exemptions under the Employees Provident fund and Miscellaneous provision act, 1952.

Or

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

---

**N-0340**

**Sub. Code**

**205435A3/  
205835**

**M.B.A. DEGREE EXAMINATION,  
MAY 2023**

**ONLINE PROGRAMME EXAMINATIONS**

**Second Year – Third Semester**

**TRAINING AND DEVELOPMENT**

**(Common for MBA(G)/HRM)**

**(CBCS – 2020 onwards)**

Time : 2 Hours

Maximum : 75 Marks

**Part A**

**(33 × 1 = 33)**

Answer **all** questions.

1. The next step to Training Needs Analysis is:
  - (a) Determines who should receive training first
  - (b) Enables managers to work out the cost of training
  - (c) Identifies the training objectives
  - (d) Provides a profile of an individual's training need
2. Which of the following should not be included in a training objective?
  - (a) The location of where the behavior should be exhibited
  - (b) The conditions under which the behavior is to be exhibited
  - (c) The criterion behavior
  - (d) The standard of performance of the behavior

3. The best reason for presenting a training program is because:
  - (a) It contributes to the organization's goals and objectives
  - (b) It has been highly advertised
  - (c) Competitors are using the training
  - (d) Concern about federal agency pressure
  
4. Training needs analysis can take place at organizational, task, and person levels organizational training needs generally occur when:
  - (a) There is some kind of barrier hindering the achievement of organizational aims and objectives which is best removed by training
  - (b) Information Technology systems need upgrading
  - (c) Other competing organizations are conducting extensive training programmes
  - (d) Government provides additional funding
  
5. Training needs assessment is usually related to:
  - (a) Organizational performance
  - (b) Individual
  - (c) Both Organizational and individual performance
  - (d) None of the above
  
6. Which of these is the benefit of needs assessment?
  - (a) Assessment makes training department more accountable
  - (b) Higher training costs
  - (c) Loss of business
  - (d) Increased overtime working



7. GST is a comprehensive tax regime covering
- (a) Goods
  - (b) Services
  - (c) Both goods and services
  - (d) Goods, services and imports
8. As per GST Law only citizen of India can act as GST practitioner
- (a) False
  - (b) True
  - (c) Partly one
  - (d) None of the above
9. What analysis is conducted when managers perform a situational audit?
- (a) Training and Development
  - (b) Cost minimization analysis
  - (c) Industry driving forces analysis
  - (d) SWOT analysis
10. Demonstration type of training method is used to train
- (a) Workers
  - (b) Supervision
  - (c) Managers
  - (d) All of the above
11. Organizational climate is based on the \_\_\_\_\_ of members
- (a) Perceptions
  - (b) Commitment
  - (c) Loyalty
  - (d) Image

12. Culture is best defined as the:
- (a) Deviation from the majority
  - (b) Differences in likes and dislikes
  - (c) Shared beliefs and values
  - (d) Similar views and opinions
13. Whether an attitude is positive or negative is shown by;
- (a) Centrality
  - (b) Valence
  - (c) Extremeness
  - (d) Complexity
14. Interest, Attitude, Achievement and Sex come under the area of following differences:
- (a) Internal differences of a person
  - (b) Social differences
  - (c) Individual differences
  - (d) Characteristic differences
15. Role playing executive development method is often used to \_\_\_\_\_
- (a) Organize material
  - (b) Change attitudes
  - (c) Provide Information
  - (d) Change results

16. The object of executive development is enhancing
- (a) Job skills
  - (b) Communication skills
  - (c) Managerial skills
  - (d) None of these
17. Which of the following is the easiest and most popular technique for appraise performance?
- (a) Alternation ranking
  - (b) Graphic rating scale
  - (c) Likert
  - (d) MBO
18. The evolution of training activities has moved towards:
- (a) Specific on the job requirements using technology as the learning coach
  - (b) Time and motion studies
  - (c) Needs driven by productivity and efficiency concerns
  - (d) Identifying opportunities to build intellectual capital
19. Large scale training initiatives such as sexual harassment or health and safety training, are likely the result of needs analysis at:
- (a) The job analysis level
  - (b) The organizational analysis level
  - (c) The personnel analysis level
  - (d) All the above

20. Evaluation of training programs to determine how the process and outcomes can be improved is:
- (a) Summative evaluation
  - (b) Formative evaluation
  - (c) Net cost analysis
  - (d) All the above
21. Cost-benefit analysis is:
- (a) Selling costly items at reasonable price
  - (b) Performance evaluation based on benefit in relation to the input
  - (c) Finding out value for money
  - (d) Performance evaluation based on benefit on payment of loan
22. Which of the following is known as unit cost?
- (a) Total expenditure incurred by an institution and spent by it
  - (b) Total income minus the expenditure
  - (c) Total amount earned from Cess and donations
  - (d) Total expenditure by the institution divided by total number of students
23. Learning is a natural activity of:
- (a) Learners
  - (b) Trainers
  - (c) Individual
  - (d) Living organism

24. Learning may be:
- (a) formal
  - (b) Informal
  - (c) formal and Informal
  - (d) None of the above
25. Which one of the following is a financial budget?
- (a) Cash Budget
  - (b) Working Capital Budget
  - (c) Capital budget
  - (d) All of the above
26. Which one the following are functional budget?
- (a) Production and sales budget
  - (b) Raw material budget
  - (c) Labour budget
  - (d) All of the above
27. Management is
- (a) An art
  - (b) A science
  - (c) Both art and science
  - (d) Neither
28. Public sector organizations may either be party wholly owned by the \_\_\_\_\_ government
- (a) State
  - (b) Central
  - (c) Foreign
  - (d) State and central

29. Training refers to the process of imparting \_\_\_\_\_ skills
- (a) Specific
  - (b) General
  - (c) Important
  - (d) Over all
30. Which of the below does not describe the nature of Training
- (a) Application oriented
  - (b) Broad perspective
  - (c) Specific task
  - (d) None of the above
31. Development is not related to
- (a) Conceptual
  - (b) Developmental
  - (c) Technical aspects
  - (d) Human skills
32. Evaluation helps determine the extent to which \_\_\_\_\_ have been achieved
- (a) Efficiency
  - (b) Profit
  - (c) Training objectives
  - (d) Employee satisfaction
33. Evaluation gives insights for
- (a) Reviewing
  - (b) Adjusting
  - (c) Revising goals
  - (d) All of the above

**Part B**

(7 × 6 = 42)

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

34. (a) Explain the Development of HRD strategies.

Or

- (b) Discuss the Bottom and Official training in detail.

35. (a) Write the Need of Assessment of training in detail.

Or

- (b) Discuss the Organizational Climate for training and development.

36. (a) Enumerate the Nature and Scope of implications in detail.

Or

- (b) Explain the Methods of evaluation of effective training.

37. (a) Illustrate the Key performance of parameters in detail.

Or

- (b) Explain the Nature and significance of evaluation training.

38. (a) Explain the Needs and objective of learning theories.

Or

- (b) Explain the Methods of training.

39. (a) Write the Latest Scenario and Assessing training of learning cycles in detail.

Or

(b) What is Budget? Explain the most important elements of annual Budget.

40. (a) Write the difference between role of trainers and line managers.

Or

(b) Discuss the Merits and demerits of Public and Private sector organization in detail.

---



**N-0354**

**Sub. Code**

**205442A1/**

**205841**

**M.B.A. DEGREE EXAMINATION, MAY 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. The basic objective of compensation management is meeting the need of both
  - (a) Employee and organization
  - (b) Employee and labor
  - (c) Labor and labor union
  - (d) Employee and manager
2. Compensation is reward to the employee for their?
  - (a) Performance
  - (b) Work
  - (c) Contribution to organization
  - (d) Smartness

3. Which of the following factor influences employee compensation?
  - (a) Size of company
  - (b) Family type
  - (c) Member in Unions
  - (d) Labor market
4. What is the minimum number of trade union members requires in registering themselves as union?
  - (a) 5
  - (b) 7
  - (c) 10
  - (d) 15
5. The first step in setting competitive pay and designing a pay structure is \_\_\_\_\_
  - (a) Specify pay-level policy
  - (b) Conduct job evaluation
  - (c) Draw policy lines
  - (d) Specify relevant market
6. The four categories of incentives are listed by \_\_\_\_\_
  - (a) The international labor organization
  - (b) The international labor office
  - (c) World health organization
  - (d) None of the above
7. Which of the below given options is a pre-requisite for an effective incentive system?
  - (a) Increased need for planning
  - (b) Co-operation of workers
  - (c) Management's commitment to the cost and time necessary to administer incentive Schemes
  - (d) All the above

8. Lay-off compensation can normally be paid up to \_\_\_\_\_ days in a year.
- (a) 25 (b) 35  
(c) 45 (d) 60
9. The non cash benefits usually reserved for executives of organization are classified as
- (a) Perks (b) Incentives  
(c) Option plan (d) Bonus plan
10. A 'quantitative technique' in job evaluation process is
- (a) Job classification  
(b) Alternative ranking method  
(c) Aligned reward strategy  
(d) Point method
11. The second step in ranking method of job evaluation is to
- (a) Combine ratings  
(b) Grouping jobs  
(c) Ranking jobs  
(d) Selecting compensable factors
12. A plan offering 75% base salary along with 25% incentive is classified as
- (a) Combination plan (b) Commission plan  
(c) Competitive plan (d) Non commission plan
13. A managerial approach, focusing on improving work methods, situation analysis and observation, known as
- (a) Performance based system  
(b) Scientific management movement  
(c) Low-performance work system  
(d) Linking performance and pay

14. What is called the amount of money received per hour  
(a) Total wage (b) Real wage  
(c) Nominal wage (d) Cumulative wage
15. Which wages are the wages paid according to the work done by the worker.  
(a) Time wages (b) Piece wages  
(c) Cash wages (d) Contract wages
16. An register is kept to record the arrival and departure time of an employee. The method is called  
(a) Token method  
(b) Punch card attendance  
(c) Attendance register method  
(d) Metal disc
17. The time spent on a particular job or activity is used to compute the cost of the job or activity.  
(a) Time booking for costing  
(b) Time booking to measure efficiency  
(c) Time booking for fixation of responsibility  
(d) Book keeping
18. Choose the correct date and year on which Payment of Wages Act was passed?  
(a) 23<sup>rd</sup> April, 1936 (b) 28<sup>th</sup> March, 1937  
(c) 25<sup>th</sup> April, 1939 (d) 27<sup>th</sup> April, 1942
19. Which of these deductions under Section 7 of Payment of Wages Act is not authorized?  
(a) Deduction for Fines  
(b) Deduction for payment of Income tax  
(c) Deduction for Payment of insurance  
(d) Deduction for payment of uniform and property

20. The work environment with the option to work remotely has emerged as one of the most popular employee compensation and benefits.
- (a) Hybrid work environment
  - (b) Remote work environment
  - (c) Transfer work environment
  - (d) Specific environment
21. \_\_\_\_\_ means clearly communicating the salaries for various positions. Companies are now publishing correct salary ranges in recruitment ads and allowing the employees to have full information about the salary paid to each and every employee.
- (a) Open statement
  - (b) Negotiation of salary
  - (c) Pay transparency
  - (d) Transfer Payment
22. Worker is rewarded for better performance on the basis of time saved in completing a minimum standard of work in standard time. This plan is called \_\_\_\_\_
- (a) Time based plan
  - (b) Quality based plan
  - (c) Experience based plan
  - (d) Job based plan
23. Which one is not method of incentive plan?
- (a) Halsey plan
  - (b) Maslow plan
  - (c) Rowan plan
  - (d) Emerson efficiency plan
24. The following is paid only at the time of employees exit after serving more than five years
- (a) Perquisites
  - (b) Claims
  - (c) Gratuity
  - (d) Allowances

25. The following is not a part of remuneration model
- (a) Job description
  - (b) Job evaluation
  - (c) Job hierarchy
  - (d) Job analysis
26. A behavior which has rewarding experience is likely to be repeated' is postulated by
- (a) Reinforcement and expectancy theory
  - (b) Equity theory
  - (c) Agency theory
  - (d) None of the above
27. The group of all the jobs which have the same worth of job are classified as
- (a) Non-exemption grade
  - (b) Exemption grade
  - (c) Pay grade
  - (d) Regression grade
28. The situation in organization in which differences of individual pay with different level of performance becomes small is classified as
- (a) Pay compression
  - (b) Grade compression
  - (c) Equity compression
  - (d) Matrix compression
29. The pay for time not worked, sick leave, supplemental benefits and severance pay are the types of benefits called
- (a) Compensation law benefits
  - (b) Supplemental pay benefits
  - (c) Optional bay benefits
  - (d) Unemployment pay benefits

30. The method according to which two or more people share a full time single job classified as
- (a) Job sharing
  - (b) Benefit sharing
  - (c) Severance sharing
  - (d) Flexible sharing
31. The process of arming the employees of organization with technology tools, to get jobs done is called
- (a) Workplace flexibility
  - (b) Contributory flexibility
  - (c) Work hour flexibility
  - (d) Work week flexibility
32. The ranking of all the employees, measuring a specific trait such as communicating is measured in
- (a) Graphic rating scale method
  - (b) Management by objectives
  - (c) Alternation ranking method
  - (d) Paired comparison method
33. The step in which the employer and employee discuss performance and plans for future is
- (a) Defining the job
  - (b) Training session
  - (c) Feedback session
  - (d) Interview sessions

**Part B** (7 × 6 = 42)

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

34. (a) Explain the components and significance of wage structure.
- Or
- (b) Describe-Bargaining theory of wages.

35. (a) Differentiate-Job factors, Personnel factors and Company factors.

Or

(b) Discuss the various price levels in compensation in an organization.

36. (a) What is the meaning of Pay survey? State the benefits of pay survey.

Or

(b) Highlight the advantages and disadvantages of incentives scheme.

37. (a) Explain about (i) Fringe benefits (ii) Perquisites.

Or

(b) Discuss various methods of job evaluation.

38. (a) Discuss the classifications of rewards.

Or

(b) Explain the approaches to the determination of wages.

39. (a) Elaborate the Pros and Cons Performance based compensation.

Or

(b) Discuss the provisions of Payment of Bonus Act.

40. (a) Explain the challenges and scope of international compensation.

Or

(b) "Compensation for knowledge personnel in India is high"-Discuss.



**N-0355**

**Sub. Code**

**205443A2/  
205844**

**M.B.A. DEGREE EXAMINATION, MAY 2023**

**ONLINE PROGRAMME EXAMINATIONS**

**Second Year – Fourth Semester**

**Common for MBA (G) / HRM**

**LABOUR LEGISLATIONS - II**

**(CBCS – 2020 onwards)**

Time : 2 Hours

Maximum : 75 Marks

**Part A**

(33 × 1 = 33)

Answer **all** the questions.

1. As per the act what is the minimum number of days an employee must have worked in an establishment to be eligible for bonus?  
(a) 240 working days (b) 120 working days  
(c) 30 working days (d) 365 working days
2. What is the minimum amount of bonus paid to an employee?  
(a) 8.33% (b) 8.5%  
(c) 8% (d) 8.3%
3. On what grounds an employee will be disqualified from getting bonus?  
(a) Fraud  
(b) Riotous or violent behaviour  
(c) Theft, misappropriation or sabotage of any property  
(d) All of the above

4. The ceiling on wage or salary for calculation of Bonus under the Payment of Bonus Act 1965 is
- (a) Rs.5,000                      (b) Rs.7,000  
(c) Rs.9,000                      (d) Rs.6,500
5. An employer has paid a part of the bonus payable to an employee before the date on which bonus becomes payable, the employer shall be entitled to deduct the amount of bonus so paid from the amount of bonus payable by him to the employee. This is called
- (a) Interim bonus              (b) Take home  
(c) Net bonus                      (d) Surplus
6. Which of the following statements is not correct as per the Payment of Bonus Act, 1965?
- (a) It does not apply to employees of life insurance corporation of India.  
(b) Employee means any person including apprentice.  
(c) Allocable surplus means 67% of available surplus.  
(d) It is not applicable to construction industry.
7. What is the maximum gratuity payable under the Act?
- (a) 20 Lakh                      (b) 15 Lakh  
(c) 45 Lakh                      (d) 60 Lakh
8. What is the qualifying service to claim gratuity?
- (a) 15 years                      (b) 10 years  
(c) 1 year                      (d) 5 years
9. In any factory or industrial establishment where less than 1000 employees are employed the wages shall be paid before the expiry of the \_\_\_\_\_ day.
- (a) 10<sup>th</sup> day                      (b) 2<sup>nd</sup> day  
(c) 7<sup>th</sup> day                      (d) 15<sup>th</sup> day

10. 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
11. The present wage ceiling per month for the purpose of the Payment of Wages Act, 1936 is
- (a) Rs.10, 000                        (b) Rs.15, 000  
(c) Rs.18, 000                        (d) Rs.20,000
12. The total amount of deductions from wages of employees should not exceed \_\_\_\_\_ percentage.
- (a) 50%                                 (b) 70%  
(c) 25%                                 (d) 40%
13. \_\_\_\_\_ is a method of resolving the industrial conflict with the help of third party, who intervenes in the dispute situation upon a request by either or both the parties
- (a) Adjudication                      (b) Arbitration  
(c) Conciliation                        (d) Works Committee
14. The Industrial Employment (Standing Orders) Act of 1946 provides for the framing of standing orders in all Industrial undertakings employing \_\_\_\_\_ or more workers
- (a) 100                                    (b) 250  
(c) 500                                    (d) 1,000
15. The minimum wages as fixed under the Minimum Wages Act, 1948 must be revised at least once in \_\_\_\_\_ years
- (a) 2                                        (b) 3  
(c) 5                                        (d) 10





25. What is the amount of fine paid by the employer wherein he fails to submit the draft standing orders as per section 3?
- (a) Rs.5,000                      (b) Rs.200  
(c) Rs.1,000                      (d) Rs.10,000
26. Which section deals with sections in which standing orders act is not applicable in certain industrial establishments?
- (a) 13                                      (b) 13B  
(c) 13C                                      (d) 13A
27. In which year did the act come into operation?
- (a) 1947                                      (b) 1949  
(c) 1953                                      (d) 1963
28. The industrial peace is secured through voluntary \_\_\_\_\_ and compulsory \_\_\_\_\_
- (a) Compromise and Arbitration  
(b) Work Committee and Industrial Tribunal  
(c) Arbitration and Adjudication  
(d) Negotiation and Adjudication
29. \_\_\_\_\_ means an interim or a final determination of any industrial dispute or of any question relating thereto by any labour court.
- (a) Banking Company  
(b) Closure  
(c) Award  
(d) Conciliation Proceeding
30. Who is the authority to certify a draft of standing order?
- (a) Certifying officer  
(b) Regional labour commissioner  
(c) Labour commissioner  
(d) All of the above



36. (a) What is the purpose of gratuity? Who are not covered under gratuity act? What is the maximum gratuity limit?

Or

- (b) Define wages as per wages act 1936. What are the inclusions in wages.

37. (a) What are the different deductions allowed under Wages Act?

Or

- (b) Explain the provisions and requisite conditions for a Trade Union to be registered.

38. (a) Discuss the scope and objectives of minimum wages act 1948. What are the criteria for fixing minimum wage?

Or

- (b) What shall be the composition of the advisory committee under minimum wages act? Who shall be the chairman of the advisory board?

39. (a) Give a brief note on maintenance of registers and records under Minimum wages act 1936.

Or

- (b) What is the procedure for obtaining certified standing order?

40. (a) Explain the powers of a certifying officer. Give a brief note on interpretation of standing orders.

Or

- (b) Discuss the rights of a registered trade union?



**N-0356**

**Sub. Code**

**205444A3/  
205845**

**M.B.A. DEGREE EXAMINATION,  
MAY 2023**

**ONLINE PROGRAMME EXAMINATIONS**

**Second Year – Fourth Semester**

**ORGANIZATIONAL DEVELOPMENT**

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

**(CBCS – 2020 onwards)**

Time : 2 Hours

Maximum : 75 Marks

**Part A**

**(33 × 1 = 33)**

Answer **all** questions.

1. The Unfreezing-Moving-Refreezing model of change was given by
  - (a) Kurt Lewin
  - (b) George Litwin
  - (c) RensisLikert
  - (d) Jane Mouton
  
2. A change that alters the fundamental character of the organization is called
  - (a) Incremental Change
  - (b) First Order Change
  - (c) Discontinuous Change
  - (d) Continuous change

3. People's perceptions and attitudes about the organization represent
  - (a) Organizational Behavior
  - (b) Organizational Climate
  - (c) Organisational performance
  - (d) None of the above
4. Following is not a goal in OD
  - (a) Enhance congruence amongst structure, process, strategy and people
  - (b) Look at people as a source of competitive advantage
  - (c) Continuous improvement
  - (d) Develop organization's self-renewing capacity
5. Organization Development has the following major stem(s)
  - (a) Invention of the T group and innovations in the application of laboratory training insights
  - (b) Invention of survey feedback technology
  - (c) Both (a) and (b)
  - (d) None of the above
6. Quality Circles to be successful essentially need,
  - (a) Involvement of the management support
  - (b) Involvement of union leaders of the organization
  - (c) No support
  - (d) support of the participants

7. Values in transition were provided by
- (a) Richard Beckhard
  - (b) Robert Tannenbaum and Sheldon Davis
  - (c) Warren Bennis
  - (d) Hershey
8. \_\_\_\_\_ factors are involved in second order change.
- (a) Transformational
  - (b) Transactional
  - (c) Environmental
  - (d) Locational
9. Team MBO is an intervention designed to improve the effectiveness of.
- (a) Teams
  - (b) Total Organization
  - (c) Workers
  - (d) Departments
10. Which of the following organizational forms may also be referred to as a project management structure?
- (a) Line Structure
  - (b) Functional Structure
  - (c) Line-And-Staff Structure
  - (d) Matrix Structure
11. Procter and Gamble is organized into groups including Folger's, Tide and Crest. Its type of departmentalization is
- (a) Functional
  - (b) Style
  - (c) Product
  - (d) Process

12. Systems Theory views organizations as \_\_\_\_\_ systems.
- (a) Open
  - (b) Close
  - (c) Semi-closed
  - (d) Looped
13. The Wealth of Nations by Adam Smith described the benefits of
- (a) Delegation
  - (b) Specialization
  - (c) Division of Labor
  - (d) Teams
14. Line structure is based on
- (a) Direct lines of authority from top to bottom
  - (b) High levels of centralization.
  - (c) Shared decision making.
  - (d) Managers possessing a wide range of knowledge
  - (e) Many different layers.
15. Which type of departmentalization achieves economies of scale by placing people with common skills and orientations into common units?
- (a) Technical
  - (b) Functional
  - (c) Process
  - (d) Geographic
16. Self-efficacy beliefs through empowerment, coaching, and mentoring help in
- (a) Job enrichment
  - (b) Investment
  - (c) Salary enhancement
  - (d) Leadership

17. Which of The following trends is gaining momentum?
- (a) Process Departmentalization
  - (b) Using Less Departmentalization
  - (c) Using More Customer Departmentalization
  - (d) Geographic Departmentalization
18. Which structure breaks down departmental barriers and decentralizes decision-making to the level of the work team?
- (a) Feminine
  - (b) Virtual
  - (c) Boundaryless
  - (d) Modular
19. Nonaka's (1997) model of the knowledge-creating company suggests four ways in which organizations learn through what?
- (a) Knowledge appraisal
  - (b) Knowledge testing
  - (c) Knowledge transfer
  - (d) Knowledge banks
20. Which one the following element is not included in Marvin's Six Box Model of OD?
- (a) Purposes
  - (b) Outcomes
  - (c) Structure
  - (d) Rewards

21. Strategic alliances are usually formed between companies that have \_\_\_\_\_ interests and believe they can benefit from\_\_\_\_\_
- (a) Similar; Cooperating
  - (b) Competitive; Cooperating
  - (c) Similar; Agreeing Not To Compete
  - (d) Independent; Agreeing Not To Compete
22. Conflict that refers to a disagreement among connected individuals is
- (a) Negative Conflict
  - (b) Interpersonal Conflict
  - (c) Intrapersonal Conflict
  - (d) Friendly Conflict.
23. Which of the following statements best describes a behaviourist approach to learning?
- (a) People learn by forming patterns and associations in their mind
  - (b) People learn from experience
  - (c) People learn through punishment and reward
  - (d) People learn by sharing 'war stories'
24. What is span of control?
- (a) Number Of Subordinates A Manager Can Effectively Direct
  - (b) Pushing Decisions Down To Lower-Level Employees
  - (c) Empowering Lower-Level Employees
  - (d) Concentrating Decision-Making On One Specific Point In The Organization

25. The VARK model suggests four types of learners: visual, auditory, reading/writing and what?
- (a) Aesthetic
  - (b) Mimetic
  - (c) Cumulative
  - (d) Kinesthetic
26. The team of authors, who called organizational development as practical application of science of organization is
- (a) Porras and Robertson
  - (b) Fayle and Taylor
  - (c) Rogger and Bennet
  - (d) None of the above
27. 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
28. 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

29. \_\_\_\_\_ is useful when team members have expressed a desire to improve cooperation amongst themselves and amongst their units.
- (a) Process Consultation
  - (b) Interdependency Exercise
  - (c) Visioning
  - (d) Divide and rule
30. As a result of OD intervention, the result obtained is a
- (a) Lose-lose situation
  - (b) Win-lose situation
  - (c) Win-win situation
  - (d) Win-Give up situation
31. Features of Socio- Technical systems projects are:
- (a) Social and technical systems interact.
  - (b) Organisation is governed by social laws as well as psychological
  - (c) Technical aspects of organisation are modified by the social aspects
  - (d) All of above
32. Groupings which are based around a common occupational practice and a common set of knowledge, whether inside an organization or crossing organizational boundaries, are known as what?
- (a) Communities of coping
  - (b) Communities of cohesion
  - (c) Communities of practice
  - (d) Communities of knowledge



33. People learn and memorize things by contextualizing them in a pattern, or by making associations, Which approach to learning does this best describe?
- (a) Behaviourist view of learning
  - (b) Gestaltist view of learning
  - (c) Experiential learning
  - (d) Organizational learning

**Part B**

(7 × 6 = 42)

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

34. (a) What are the characteristics and objectives of Organization Development? Discuss its importance to employees?

Or

- (b) Elaborate the programme management component of the OD cycle.

35. (a) Define second generation OD. Which developments led to second generation OD?

Or

- (b) Explain the Grid Organizational Development with examples.

36. (a) Discuss the values, beliefs and assumptions of organisation development.

Or

- (b) Describe the various structural interventions to OD.

37. (a) Assess the advantages and disadvantages of using an internal change agent to bring about effective change in an organisation.

Or

- (b) What are the ethical standards in OD? Discuss their role in OD?

38. (a) Discuss the various theories about the sources of social power and their influence in OD process.

Or

- (b) Explain the organizational environment and its significances in studying the organizational development.

39. (a) "Action Research is cyclical and iterative." Explain What are the different types of Action Research?

Or

- (b) Can the organizational culture be altered or realigned? Discuss various steps in socialization of organizational culture.

40. (a) How does the concept of physical setting become congruent with OD assumptions and OD processes?

Or

- (b) What is a T-group? Discuss the basic objectives of T-group. How is the T-group used to improve the effectiveness of the organization?

---

**N-0374**

**Sub. Code**

**205842**

**M.B.A. (HRM) DEGREE EXAMINATION, MAY 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. When an international firm follows a strategy of choosing only from the nationals of the parent country, it is called
  - (a) Polycentric approach
  - (b) Geocentric approach
  - (c) Ethnocentric approach
  - (d) Regiono-centric Approach
2. A major difference between domestic and international HRM is the result of :
  - (a) Increased complexities such as currency fluctuations, foreign HR policies and practices, and divergent labour laws
  - (b) The number of employees covered by the hr policies
  - (c) The ease with which employees adjust to new cultures
  - (d) The emergence of effective cross-border management styles

3. The term \_\_\_\_\_ has been defined as the premature return of an expatriate.
- (a) Repatriate
  - (b) Inpatriate
  - (c) Expatriate failure
  - (d) Non-expatriates
4. \_\_\_\_\_ is a normal part of the selection process in the Assessment Centre.
- (a) Psychometric assessment
  - (b) Vestibule
  - (c) Apprenticeship
  - (d) Application screening
5. Effective selection should consider: Demographics, Dexterity and Diversity. Here dexterity refers to
- (a) Characteristics of population
  - (b) Variation within population
  - (c) Skills and caliber
  - (d) None of the above
6. HCN in global HR means \_\_\_\_\_
- (a) Host country nationals
  - (b) Hazard country Norms
  - (c) Helping country Nationals
  - (d) Host Company Norms
7. \_\_\_\_\_ is a form of business process outsourcing (BPO) where an employer outsources or transfers all or part of its recruitment activities to an external service provider.
- (a) Recruitment process outsourcing
  - (b) Research process outsourcing
  - (c) Retention process outsourcing
  - (d) Knowledge process outsourcing

8. The Rorschach Ink-blot test for analyzing personality was developed in the year \_\_\_\_\_
- (a) 1900                      (b) 1915  
(c) 1921                      (d) 1926
9. For smooth induction and subsequent orientation through BUDDY System, a buddy is attached to new employee from the \_\_\_\_\_
- (a) HR department    (b) Same department  
(c) Top management    (d) SBU
10. Hierarchy of needs theory in motivation was proposed by \_\_\_\_\_
- (a) McClelland              (b) Frederick Herzberg  
(c) Alderfer                  (d) Abraham Maslow
11. Cultural shock is a situation of strangeness or unacceptability or frustration felt by one group or one person in the material, social, political, technological, spiritual or economic spheres of life within or outside its/his native land.
- (a) Culture shock  
(b) Culture diversity  
(c) Cultural assimilation  
(d) Cultural identification
12. \_\_\_\_\_ involves no cultural adaptation even when you deal with aliens in home country or in the foreign countries.
- (a) Poly-centrism        (b) Geo-centrism  
(c) Ethnocentrism        (d) Regio-centrism
13. Special allowance for international staff is a part of
- (a) Direct Compensation  
(b) Indirect Compensation  
(c) Performance compensation  
(d) None of the above

14. The payments made to employees for the amount of time in which the employee has worked are classified as
- (a) Base pay
  - (b) salaries
  - (c) Variable pay
  - (d) Wage
15. \_\_\_\_\_ is provided as a reward to an employee or to his/her dependents for the long service with the present employer.
- (a) HRA
  - (b) Dearness allowance
  - (c) Gratuity
  - (d) Provident fund
16. There are \_\_\_\_\_ core elements of executive compensation or remuneration.
- (a) Four
  - (b) five
  - (c) Six
  - (d) Seven
17. \_\_\_\_\_ method of MNC pay structure allows for more meaningful comparison of pay and would lead to an easier implementation of the “equal pay for equal work” principle.
- (a) Pay locally
  - (b) Pay globally
  - (c) Pay as per base location
  - (d) Pay as per experience
18. In \_\_\_\_\_ training the worker is placed in the actual work setting and is provided guidance, direction and supervision while he is carrying out the work.
- (a) On-the job
  - (b) off-the job
  - (c) Vestibule
  - (d) Augmented reality
19. Which imparts practical hands-on expertise to the learners and skill based for competitively carrying out current job held and potential jobs to which the learner may be posted with?
- (a) Education
  - (b) Coaching
  - (c) Development
  - (d) Training

20. In order to reap the advantages of the on-the-job and off-the-job training techniques without their respective disadvantages, \_\_\_\_\_ training is adopted.
- (a) Retraining            (b) Retreading  
(c) Vestibule            (d) Crafts
21. \_\_\_\_\_ is one of the on-the-job training programs in which the trainees work directly with those whom they may replace in short future.
- (a) Coaching  
(b) Under-study arrangement  
(c) Apprenticeship  
(d) In-basket training
22. Sensitivity training is also referred to as \_\_\_\_\_
- (a) Under-study arrangement  
(b) Harvard method  
(c) Case study method  
(d) Retraining
23. \_\_\_\_\_ learners trust their internal power of learning. More importance is given to intellect to receive stimuli and then process.
- (a) Sensory            (b) Intuitive  
(c) Reflective            (d) Active
24. Combining \_\_\_\_\_ and \_\_\_\_\_ styles provides a balance in learning experience and allows both experiential learning and time for evaluation and analysis.
- (a) Sensory-Intuitive    (b) Visual-Verbal  
(c) Active-Reflective    (d) Sequential-Global

25. \_\_\_\_\_ is a process by which a trade union or an employer can ask the Ministry of Labour for help in resolving their differences so that they can reach a collective agreement.
- (a) Conciliation
  - (b) Arbitration
  - (c) Collective bargaining
  - (d) Strikes
26. In India, Trade Unions Act was enacted in the year \_\_\_\_\_
- (a) 1919
  - (b) 1926
  - (c) 1936
  - (d) 1948
27. In USA, National Labor Relations Board was established as an independent federal agency to administer the National Labor Relations Act, (NLRA) in the year \_\_\_\_\_
- (a) 1900
  - (b) 1905
  - (c) 1925
  - (d) 1935
28. Although not a member of the European Union, \_\_\_\_\_ is a signatory of the European Economic Area (EEA) agreement and therefore incorporates all EU employment and social directives into its national laws.
- (a) Ukraine
  - (b) Russia
  - (c) Iceland
  - (d) Israel
29. Which among the following is an internal source of recruitment?
- (a) Employment exchanges
  - (b) Employee referrals
  - (c) Advertisement
  - (d) Campus drive



30. \_\_\_\_\_ are a system of financial incentives designed to keep an executive not leaving the company.
- (a) Golden handcuff
  - (b) Golden handshake
  - (c) Retirement plan
  - (d) Golden parachute
31. Identify the correct order of phases in Bruce Tuckman proposed a model of Team Building.
- (a) Forming, Norming, Performing, Storming, Transforming
  - (b) Norming, Performing, Storming, Forming, Transforming
  - (c) Storming, Forming, Norming, Performing, Transforming
  - (d) Forming, Storming, Norming, Performing, Transforming
32. Which among the following is categorized under off-the job training method?
- (a) Coaching                      (b) Internship
  - (c) Role playing                (d) Job rotation
33. The General Council of Trade Unions of Japan, with 4.4 million members and a substantial percentage representing public sector employee is commonly known as \_\_\_\_\_
- (a) Sohyo                          (b) Domei
  - (c) Churitsu Roren            (d) Shinsanbetsu

**Part B** (7 × 6 = 42)

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

34. (a) Distinguish between domestic HRM and IHRM.
- Or
- (b) Discuss about Human resource planning in IHRM.

35. (a) State the selection criteria for global assignments.
- Or
- (b) Explain the selection process of global HR.
36. (a) Discuss about cultural adoptability.
- Or
- (b) State the features of multiculturalism.
37. (a) Discuss direct compensation process of global HR.
- Or
- (b) State the importance of international compensation.
38. (a) Discuss about WTO.
- Or
- (b) Explain about global HR training.
39. (a) Explain Tailor made training.
- Or
- (b) Discuss the impact of different learning styles on training and development.
40. (a) Explain about HR relations management.
- Or
- (b) Discuss US approach to labour relations.
-

**N-0375**

**Sub. Code**

**205843**

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

**ONLINE PROGRAMME EXAMINATIONS**

**Second Year – Fourth Semester**

**(Human Resource Management)**

**EMOTIONAL COMPETENCE**

**(CBCS – 2020 Onwards)**

Time : 2 Hours

Maximum : 75 Marks

**Part A**

(33 × 1 = 33)

Answer **all** questions.

1. \_\_\_\_\_ theory also known as the two-factor theory of emotion, is an example of a cognitive theory of emotion.
  - (a) Evolutionary
  - (b) James-Lange
  - (c) Cannon-Bard
  - (d) Schachter-singer
  
2. The term 'Emotional intelligence' was coined by \_\_\_\_\_
  - (a) Mayer and Salovey
  - (b) Richard Lazarus
  - (c) Robert Plutchik
  - (d) Daniel Goleman

3. The framework of emotional competence consists of clusters, grouped under two broad types of competence - personal and social competence. Find the personal competence among the following;
  - (a) Communication
  - (b) Trustworthiness
  - (c) Empathy
  - (d) Leveraging diversity
  
4. People with \_\_\_\_\_ competence will Handle difficult people and tense situations with diplomacy and tact-spot potential conflicts, bring disagreements in the open, and help diffuse the situation.
  - (a) Leadership
  - (b) Change catalyst
  - (c) Conflict management
  - (d) Political awareness
  
5. It was argued by \_\_\_\_\_ in Forbes that intuition, is in fact the highest form of intelligence.
  - (a) Dr. Gerd Gigerenzer
  - (b) Steve Jobs
  - (c) Elon Musk
  - (d) Bruce Kasanoff
  
6. Dr. Marsha Linehan created \_\_\_\_\_ which tells about six steps to know ones emotions.
  - (a) DBT (Dialectical Behavioural Therapy)
  - (b) TEARS of HOPE approach
  - (c) Cognitive behavioral therapy (CBT)
  - (d) Schema therapy

7. Transferable skills are skills and abilities that are relevant and helpful across different areas of life: socially, professionally and at school. They are also called,
- (a) Knowledge based skills
  - (b) Personal traits
  - (c) Portable skills
  - (d) Creative skills
8. \_\_\_\_\_ is the ability to recognize your own emotions, and their effects.
- (a) Self assessment    (b) Emotional awareness
  - (c) Self confidence    (d) Empathy
9. Studies show that external factors of basing on self-worth are actually \_\_\_\_\_ to mental health.
- (a) Harmful                (b) Helpful
  - (c) Supportive            (d) Important
10. \_\_\_\_\_ Competency–self-guideline of learning and utilization of learning systems.
- (a) Cognitive
  - (b) Social
  - (c) Motivational
  - (d) Metacognitive
11. Which is NOT a step in the career planning process?
- (a) Identifying individual needs and aspirations
  - (b) Analysing career opportunities
  - (c) Separation planning
  - (d) Action plans and periodic review

12. Etymologically the word emotion is derived from the latin word 'emovere' which means to \_\_\_\_\_
- (a) Develop                      (b) Excite  
(c) Evolve                        (d) Ego
13. \_\_\_\_\_ comes from taking responsibility of one's own actions.
- (a) Integrity                      (b) Credibility  
(c) Spontaneity                (d) Dexterity
14. In 1989, \_\_\_\_\_ described trustworthiness and conscientiousness as accepting one's own performance and being honest with strong moral principles.
- (a) Mayer and Salovey  
(b) Richard Lazarus  
(c) Robert Plutchik  
(d) Daniel Goleman
15. \_\_\_\_\_ means the fact of continuing in an opinion or course of action in spite of difficulty or opposition.
- (a) Persistence  
(b) Optimism  
(c) Pessimism  
(d) Adaptability
16. Which among the following is an intrinsic motivation?
- (a) Reward  
(b) Prize  
(c) Personal gratification  
(d) Social recognition

17. A five step behavioural-analytic model outlining a definition of social competence was developed by \_\_\_\_\_
- (a) Sigmund Freud    (b) Goldfried and D’Zurilla  
(c) Ivan Pavlov        (d) Skinner
18. The concept of diversity encompasses acceptance and \_\_\_\_\_
- (a) Despise              (b) Contempt  
(c) Ignore                (d) Respect
19. \_\_\_\_\_ is when employees are given higher responsibilities and authority to increase job satisfaction.
- (a) Job description    (b) Job specification  
(c) Job enrichment    (d) Job enlargement
20. \_\_\_\_\_ are the abilities we use to convey and cooperate with one another, both verbally and non-verbally, through signals, non-verbal communication and our own appearance.
- (a) Social aptitude  
(b) Social awareness  
(c) Social competence  
(d) Motivation
21. The style of leadership in which leaders promote acquiescence among employees through a system of both rewards and punishments is \_\_\_\_\_ leadership.
- (a) Transformational  
(b) Transactional  
(c) Participative  
(d) Directive

22. According to \_\_\_\_\_ approach, leadership can be learned and developed. It focuses on the accountabilities, responsibilities and functions of the leader and the nature of the group.
- (a) Behavioral            (b) Qualities  
(c) Traits                (d) Functional
23. \_\_\_\_\_ is a tendency to do nothing or to remain unchanged.
- (a) Temperament        (b) Motive  
(c) Inertia                (d) Drive
24. Groups proceeds through five stages of development. Identify the correct order:
- (a) Forming, Storming Norming, Performing, Adjourning  
(b) Forming, Norming, Performing, Storming, Adjourning  
(c) Storming, Forming, Norming, Performing, Adjourning  
(d) Norming, Performing, Storming, Forming, Adjourning
25. Bar-On's model of EI consists of \_\_\_\_\_ scales.
- (a) Three                (b) Four  
(c) Five                 (d) Six
26. \_\_\_\_\_ involves controlling one's behaviour, emotions and thoughts in the pursuit of long term goals.
- (a) Self-Regulation    (b) Self awareness  
(c) Social skills        (d) Social awareness
27. The potential to recognize and use the patterns of wide space and more confined areas is categorized as \_\_\_\_\_
- (a) Linguistic intelligence  
(b) Interpersonal intelligence  
(c) Musical Intelligence  
(d) Spatial intelligence



28. In, S.M.A.R.T goals, “A” stands for
- (a) Analyse
  - (b) Attainable
  - (c) Approved
  - (d) Ability
29. Which among the following is NOT a method of job analysis?
- (a) Observation
  - (b) Interview
  - (c) Benchmarking
  - (d) Questionnaire
30. Theories of motivation can be grouped into \_\_\_\_\_ categories.
- (a) Two
  - (b) Three
  - (c) Four
  - (d) Five
31. People with \_\_\_\_\_ competence:
- Handle many demands, manage shifting priorities, and deal with rapid change, with ease.
  - Adapt their responses and tactics to fit fluid circumstances.
  - Demonstrate flexibility in how they perceive events.
- (a) Conscientiousness
  - (b) Innovativeness
  - (c) Trustworthiness
  - (d) Adaptability
32. \_\_\_\_\_ is also called emotional empathy and includes the capacity of an individual to respond to others with appropriate emotions.
- (a) Affective empathy
  - (b) Cognitive empathy
  - (c) Somatic Empathy
  - (d) Development empathy
33. Best psychological explanation psychologists offer of intuition is a \_\_\_\_\_
- (a) Sequential process
  - (b) Recurring step
  - (c) Mental matching game
  - (d) Linear progress

**Part B**

(7 × 6 = 42)

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

34. (a) State the effects of emotional competence.

Or

(b) Explain about critical thinking.

35. (a) State about emotional awareness.

Or

(b) Discuss about accurate self-assessment.

36. (a) Discuss various things related to Self-control.

Or

(b) Explain about passive emotions.

37. (a) Discuss about mutual trust.

Or

(b) Discuss about adaptability.

38. (a) State the important factors related with understanding others.

Or

(b) State about performance evaluation.

39. (a) Discuss various approaches related with leadership.

Or

(b) Explain about team capabilities.

40. (a) State about employee involvement.

Or

(b) Discuss about stress management.