

(Please write your Exam Roll No.)

Exam Roll No. 0531410112

END TERM EXAMINATION

FOURTH SEMESTER [BBA/TTM/MOM] MAY JUNE - 2014

Paper Code: [BBA/BBA(TTM)/MOM]-202

Subject: Human Resources Management

Time : 3 Hours

Maximum Marks : 75

Note: Attempt any five questions. All questions carry 15 marks each.

- Q1 Attempt **any five** parts of the following-
- (a) What is the importance of job analysis?
 - (b) Differentiate between Induction and training.
 - (c) State the benefits of orientation training.
 - (d) Explain how quality circles work in organizations.
 - (e) What is the difference between transfer and promotion?
 - (f) Identify the components of employee compensation.
- Q2 What are the key principle of TQM? Elaborate by taking up a suitable Indian example.
- Q3 Suppose you are the manager of a five star hotel and are required to ensure that all your employees perform at a high level to ensure customer satisfaction. Design a training programme for the front desk staff. How would you measure the effectiveness of training?
- Q4 Describe how Behaviourally Anchored Rating Scale (BARS) can be used as an effective method of performance appraisal?
- Q5 What are methods of job evaluation? Explain.
- Q6 Compare and contrast the advantages and disadvantages of internal and external sources of recruitment.
- Q7 Critically review the social security system in India for the welfare of workers.
- Q8 Explain how we can assess the effectiveness of human resource policies and activities?

END TERM EXAMINATION

FOURTH SEMESTER [BBA(G)/BBA(TTM)/BBA(MOM)] MAY- JUNE 2014

Paper Code: BBA(G)/BBA(TTM)/BBA(MOM)-204

Subject: Business
Environment

Time: 3 Hours

Maximum Marks: 75

Note: Attempt any five questions including Q.No.1 which is compulsory.

- Q.1 Attempt **any five** parts (not more than 50 words) of the following: (3x5=15)
- ✓ (a) Elements and Relevance of Micro Environment Variables.
 - ✓ (b) Characteristics of business.
 - ✓ (c) Need and benefits of Economic Planning.
 - ✓ (d) Limitations of environment analysis.
 - (e) Management of technology.
 - ✓ (f) Impact of globalization on Indian Economy.
 - (g) Role of Government in the business development in India.
- Q.2 What is Corporate Governance? What is its relevance in India? Briefly discuss the concept of corporate governance. (15)
- Q.3 Write short notes on the following: (7.5x2=15)
- (a) Transfer of Technology – concept and process.
 - (b) Legal environment of business.
- Q.4 (a) State the constituents of Business Environment. Explain how they influence business? (7.5)
- (b) What methods can be used to study relevant environment surrounding business? (7.5)
- Q.5 (a) Discuss briefly the arguments in favour of Privatization of the Economy. (7.5)
- (b) Examine the major changes introduced in the industrial policy of India since 1991. (7.5)
- Q.6 ✓ (a) Define 'Business Environment'. What causes it to be Turbulent? (7.5)
- ✓ (b) How intervention from government agencies try to improve business environment. (7.5)
- Q.7 ✓ What do you understand by corporate social responsibility? How social audit can be used to evaluate role of corporate citizens in our social environment. (15)
- Q.8 Write an essay on the monetary and fiscal policy of our country. In a year how many times it is announced? How such a policy help in restructuring the economy of a country? Give highlight of recent monetary and credit policy of GOI. (15)

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FOURTH SEMESTER [BBA] MAY JUNE - 2014

Paper Code: BBA206

BBA(B&I)206

BBA(TTM)206

BBA(MOM)206

Subject: Marketing Research

Time : 3 Hours

Maximum Marks : 75

Note: Attempt any five questions including Q. no1 which is compulsory. Attempt one question from each unit. All questions carry equal marks.

- Q1 Explain the following- (5x3=15)
- (a) Types of Research Design
 - (b) Types of Non Probability Methods of Sampling.
 - (c) Formation of Research Problem.
 - (d) Cluster Analysis
 - (e) Conjoint Analysis
- UNIT-I**
- Q2 What do you mean by Marketing Research? Briefly describe the different steps involved in a Marketing Research Process? (15)
- Q3 (a) Briefly Explain the Sources of potential errors in experiments? (5)
(b) Define Marketing Information System? (5)
(c) Explain objectives of Marketing Research? (5)
- UNIT-II**
- Q4 (a) What do you mean by Sampling Designs? Describe the various steps involved in the Sampling Process? (9)
(b) Define Measurement? Explain Briefly Measure sources of errors in Measurement? (6)
- Q5 (a) Explain Different Types of Scales? (5)
(b) What do you understand by "Attitude"? Explain the main components of Attitude. (5)
(c) Explain briefly Criteria for a Good Scale? (5)
- UNIT-III**
- Q6 (a) Define Questionnaire? Explain the steps of Designing Questionnaire? (10)
(b) Explain briefly problems in Editing? (5)
- Q7 (a) What are the different aspects of the Interviewer's Tasks? (5)
(b) Explain various Sources of Secondary Data? (5)
(c) What are the Measures of Central Tendency? (5)
- UNIT-IV**
- Q8 (a) What do you mean by Research Reports? Explain criteria for Evaluating of Research Report. (7.5)
(b) Explain various steps for Writing a Research Report? (7.5)
- Q9 (a) What is CHI-SQUARE Test? What are its uses? (7.5)
(b) What is Regression Analysis? How is Regression Analysis useful in Marketing Research? (7.5)

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FOURTH SEMESTER [BBA] MAY-JUNE 2014

Paper Code: BBA-208

BBA(TTM)-208

BBA(MOM)-208

Subject: Computer Application-II

Time : 3 Hours

Maximum Marks :75

Note: Attempt any five questions.

- Q1 (a) Explain the difference between Internet and Intranet. Explain the advantages and disadvantages of each. (8)
- (b) Explain the working of a basic search engine. Briefly explain types of search engines. Name any four search engines. (7)

- Q2 (a) Explain the working of CGI. What are the disadvantages of this technology? (7)
- (b) What are various types of hyperlinks? Write HTML code to demonstrate various types of hyperlinks. (8)

- Q3 (a) What is full form of HTML? Explain its each word. Explain the tags (i) DIV (ii) BLOCKQUOTE (iii) PRE (iv) DIV (v) FONT (8)
- (b) Write HTML code to make the following table (7)

S No.	Subjects and Marks			Remarks
	MATHS	ENGLISH	HINDI	
1.	95	75	65	EXCELLENT
2.	90	80	79	VERY GOOD
3.	89	81	86	VERY GOOD

- Q4 (a) What is a hotspot? Write HTML code to illustrate the concept. (7)
- (b) Create a form in HTML taking the personal details of a Person like name, Address, mobile number, sex, hobbies. (8)

- Q5 (a) Explain style sheet and its types. Write HTML code to set background color font and its code and size, alignment of text applied to a single document having unique Style (10)
- (b) What are relative and absolute links? Illustrate with the help of code fragments. (5)

- Q6 (a) what are the file formats used on web? Explain each one briefly. (7)
- (b) Write HTML code to make ordered and unordered list of any five fruits. (5)
- (c) Explain the MARQUER tag (3)

- Q7 (a) Compare and contrast Internet Explorer and Netscape Navigator. (5)
- (b) Explain the terms (i) Domain Name (ii) ISP (iii) URL (iv) Web Server (10)

- Q8 (a) What is the role of extensions in URL? (5)
- (b) Differentiate between Static and dynamic website. (5)
- (c) What are the factors to be followed for design of a website? (5)

END TERM EXAMINATION

FOURTH SEMESTER [BBA] MAY-JUNE-2014

Paper Code: [BBA/TTM/B&I]-210

Subject: Business Law

Time : 3 Hours

Maximum Marks : 75

Note: Attempt any five questions including Q.no.1 which is compulsory.
Select one question from each unit.

Q1 Write short notes on any three of the following: (5X3=15)

- (a) Memorandum of Association
- (b) Crossing of cheques
- (c) Particular Lien & General Lien
- (d) Essential conditions of a valid meeting
- (e) Discharge of a contract

UNIT-I

Q2 "All contracts are agreements, but all agreements are not contracts". Discuss this statement in the light of section 10 of the Indian Contract Act. (15)

Q3 Define an Agent and a Principal. Discuss various modes of creation of agency. (15)

UNIT-II

Q4 Who is an Unpaid Seller? Discuss the rights of an unpaid seller under the Sales of Goods Act. (15)

Q5 Differentiate between the following: (7.5X2=15)
(a) Sale and Agreement to sell
(b) Conditions and Warranties

UNIT-III

Q6 Define Holder in due course. Explain various privileges available to a holder in due course. (15)

Q7 What do you mean by a Negotiable Instrument? Differentiate between a Promissory Note and a Bill of exchange. (15)

UNIT-IV

Q8 Who can be a Director of a company? Discuss various modes of appointment of Directors. (15)

Q9 Explain essential characteristics of a company. Differentiate between a Public Company and a Private Company. (15)

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END TERM EXAMINATION

FOURTH SEMESTER [BBA] MAY-JUNE 2014

Paper Code: BBA212

Subject: Taxation Laws

Time : 3 Hours

Maximum Marks : 75

Note: Attempt any five questions.

- Q1 Attempt **any five** of the following (5x3=15)
- (a) Define income. Distinguish between gross total income and total income.
 - (b) Define 'assessee' according to Sec 2(7) of Income Tax Act, 1961.
 - (c) Explain the deductions allowed from annual value while computing income from house property.
 - (d) How does tax liability of a not ordinarily resident person differ from that of a resident and ordinary resident person under Income Tax Act, 1961. Explain.
 - (e) Distinguish between long term and short term capital gains.
 - (f) Explain the provisions of TDS for salary and interest on securities.
 - (g) Can a return submitted by the assessee be revised? If so, what are the circumstances under which it can be revised?

- Q2 (a) Mr. A is the owner of a flour mill and some agricultural land near the mill. During the year 2011-12, he has shown a profit of Rs. 36 lacs from the business from the business of flour mill. Scrutiny of accounts reveals that he has used 5,000 quintals of wheat produced in his own farms and cost of this wheat has not been debited to P and L A/c. The market price of the wheat during the season was Rs. 600 per quintal. Compute his agricultural and business income and calculate the tax payable by him assuming he does not have any other income. The cost of cultivation of Wheat (Which includes cost of seeds, manure and fertilizers, etc.) was Rs. 18,00,000. (10)
- (b) Income tax is assessed on the income of the previous year in the next assessment year. State the exceptions to this rule. (5)

- Q3 The following are the particulars of income of X for the previous year 2010-2011. Determine his total income for the assessment year 2010-2011 if he is (i) resident and ordinarily resident. (ii) not ordinarily resident; (iii) non-resident. (15)

S.No.	Detail	Rs.
a)	Capital gain on sale of property in Delhi received in USA ✓	1,80,000
b) ✓	Income from a business in USA controlled from Delhi ✓	2,20,000
c)	Income from a business in Bangalore controlled from USA ✓	3,80,000
d)	Rent from property in USA received there but subsequently remitted to India ✓	6,00,000
e)	Interest from deposits with an Indian company received in USA ✓	40,000
f)	Profits for the year 2008-2009 of a business in USA remitted to India during the previous year 2009-10 (Not taxed earlier) ✓	1,75,000
g) r	Gifts received from his parents ✓. non	4,45,000
h)	Interest payable by Punjab Government, received in USA ✓	1,00,000

- Q4 Compute income under the head salary of Mr. A for the assessment year 2011-12 from the following information submitted to you (15)

Basic salary	20,000 p.m.
D.A. (60% of which is part of retirement benefits)	10,000 p.m.
Children education allowance (for two children)	200 p.m. per chi
Free lunch for 300 days in the office during office hours	80 per meal
Reimbursement of expenses incurred on credit card provided by the employer	10,000
Gift of Titan watch	12,000
Rent free unfurnished accommodation at Delhi, the fair rental value of which is Rs. 84,000 p.a.	
Motor car of 1.8 litre with driver both for official and private purposes	
Watchman facility by the employer. Wages of watchman paid by employer 1,000 p.m.	
Telephone facility at his residence. The employer has incurred expenses of Rs. 15,000 for the same.	

Q5 (a) A submitted the following particulars of his income/assets for the previous year 2010-11:

Business profits before depreciation	90,000
Sale of unlisted shares in September, 2010 (the shares were purchased for Rs. 59,700 in April, 1991)	2,10,000
Sale of land (purchased in 1988-89 for Rs. 4,83,000) in December, 2010	22,70,000
Written down value of plant and machinery on 1-4-2010 (Depreciation @15%)	20,00,000
Machinery purchased in November, 2010	4,00,000
one plant sold in December, 2010	6,00,000

Compute the total income of A for the assessment year 2011-12 and written down value of the plant and machinery as on 1-4-2011. The cost inflation index for 1988-89 is 161, 1991-92 is 199 and for 2010-11 is 711. (10)

(b) Discuss the provision regarding deductions allowable to an assessee in respect of the donation to certain funds and charitable institutions. (5)

Q6 Write short notes on **any three** of the following:- (5x3=15)

- (a) Sale and its different categories
- (b) Treatment of interstate sale
- (c) Procedure of registration of dealers
- (d) Steps in computations of CST

Q7 Discuss in detail the following as per provisions of Service Tax (Finance Act 1994)

- (a) Process of computations of service tax (7.5)
- (b) Determinations of value of taxable service. (7.5)

Q8 ABC Ltd. is engaged in the business of providing the information technology software service and sale of packaged I.T. software. From the following information submitted to you, compute

- (a) value of service taxable
- (b) the service tax payable
- (c) due date of payment of service tax for the half year ended 31-3-2011

Assume that service tax, if applications, is charged extra in the bills raised.

Date	Particulars	Rs.
5-11-2010	Bills issued to S. Ltd. for providing IT software service	5,00,000
6-12-2010	Bill issued for packaged I.T. software which includes excise duty @10.3%	2,20,600
16-1-2011	Bill issued for providing IT software service	4,00,000
25-1-2011	Amount received against bill raised on 5-11-2010	3,30,900
9-2-2011	Amount received against bill raised for packaged I.T. software	1,80,000
28-03-2011	Amount received against bill dated 16-01-2011	2,42,660
31-3-2011	Advance received for IT software service to be rendered in April 2011	1,00,000

(15)