R – 7734

Reg. No. : ....

Name : ....

First Semester M.B.A.(Full Time / Travel and Tourism) Degree Examination, August 2023

MGT 511 : PRINCIPLES AND PRACTICES OF MANAGEMENT

(2020 Scheme)

Time : 3 Hours

Max. Marks : 75

PART – A

Answer **all** the questions. **Each** question carries **4** marks.

1. Briefly explain the roles of Managers.

2. Explain Scientific Management.

3. Write a short note on the PODSCORD.

4. Differentiate Delegation and decentralization.

5. Briefly explain the factors influencing decision–making process.

(5 × 4 = 20 Marks)

PART – B

Write in detail on any **three** questions. **Each** question carries **10** marks.

6. Describe the process of Management.

7. Elucidate the contributions of F.W.Taylor.

8. The Planning process cannot be effective unless the types of plans are properly understood. Explain the different types of planning.

9. What is meant by motivation? What are the methods used for motivating employees?

10. "Decision making is the primary task of management". Discuss this statement and explain the process of decision making.

(3 × 10 = 30 Marks)

PART – C

11. The concept of 'Call center' emerged in the 2000s with the increasing volume of business process outsourcing (BPO) operations from developed countries to low-cost developing countries. Like India and China. The services provided by the call centers include handling high volumes of inbound and outbound customer care services, help desk and telemarketing services, and many back-end non-core business activities such as payroll accounting, and maintenance of employee records and e-mail management services.

Though the lure of good pay conditions and the chances of going abroad has urged a healthy sign for a flourishing call centre business, it has thrown open a big sociological and psychological challenge for the youth, the major work horses in the call center business.

Owing to intense work pressure, an agent gets literally separated from his/her family and friends. Many professionals in this industry have started complaining of major physical and mental problems, which include depression, anxiety disorders and relationship–related problems. Their emotional hygiene gets disturbed with altered sleep cycles. In some cases, it results in an imbalance in the functioning of the hypothalamus, which finally controls the thyroid and adrenaline levels. Physically, cases of hearing loss, hair loss and normal weight loss have been reported.

Above all, the lack of social acceptance for the profession has further aggravated the condition of a call canter professional.

Questions:

(a) Suppose you are the employer of the call center firm, What precautions could you have taken to avert these "occupational hazards", and safeguard the moral of your employees?

(b) If you are a call center agent, what precautions *would* you take to keep your moral high?

(1 × 25 = 25 Marks)

———————

2

R – 7734

(Pages : 2)

R – 7735

Reg. No. : ....

Name : ....

First Semester M.B.A. (Full Time/ Travel & Tourism) Degree Examination, August 2023

MGT 512 : ORGANISATIONAL BEHAVIOUR

(2020 Scheme)

Time : 3 Hours

Max. Marks : 75

PART – A

Answer **all** the questions. **Each** question carries **4** marks.

1. Briefly explain various models of OB.

2. Explain Impression Management

3. Stress on individuals ranges from personal day-to-day life to organizational activities. Mention any two sources of organizational stress.

4. Write a short note on the Johari Window.

5. Define Organisational Change.

(5 × 4 = 20 Marks)

PART – B

Write in detail on any **three** questions. **Each** question carries **10** marks.

6. Describe various disciplines contributing to OB

7. Personality is a set of traits and characteristics, habit patterns and conditioned responses to certain stimuli that formulate an individual's impression upon others. Explain the determines of personality.

P.T.O.

8. What is meant by social learning theory?

9. Elucidate different conflict resolution strategies.

10. Briefly explain the strategies for overcoming the resistance to change.

(3 × 10 = 30 Marks)

PART – C

11. Vivek , President of Vivek & Sons Company, a small manufacturing firm producing electrical appliances, was an entrepreneur with a technical background. He recently moved to a new house, and his wife asked him to install some spotlights to accent various areas in the house, such as bookshelves, a sculpture and certain items in the wall unit.

At the local lighting stores, the lamps that might fit the purpose cost far more than Mr.Vivek was willing to pay. He felt that there was real need for a low cost, attractive spot-light or lamp-on lamp. He discussed his idea with a business colleague, who raised a number of questions such as these:

(a) is there really need for such a product?

(b) How or where should it be produced?

(c) What arrangement would have to be made if the lamp have to be produced by Vivek & sons?

(d) How would he maintain the quality if the price of the lamp was to be kept low?

After this discussion, Mr.Vivek realized that he really had not thought through his idea and could not satisfactorily answer several questions.

Questions

(i) If you were a small business consultant, how would you answer the questions Mr. Vivek Colleague raised?

(ii) What decision-making tools and techniques could assist in making these decisions?

(1 × 25 = 25 Marks)

R – 7735

(Pages : 2)

RY– 7736

Reg. No. : ....

Name : ....

First Semester M.B.A.(Full Time/Travel and Tourism) Degree Examination, August 2023

MGT 513 : DOMESTIC BUSINESS ENVIRONMENT AND VALUE BASED MANAGEMENT

(2020 Scheme)

Time : 3 Hours　　　　　　　　　　　　　　　　　　　　　Max. Marks : 75

SECTION – A

Answer **all** questions. **Each** question carries **4** marks.

Write short notes on

1. Inclusive growth.
2. Goods and Services Tax.
3. NBFCs.
4. Code of ethics.
5. Value Based Management.

(5 × 4 = 20 Marks)

SECTION – B

Write in detail on **any three** questions. **Each** question carries **10** marks.

6. Discuss the environmental factors affecting business.
7. Write short notes on
   (a) Tools of Monetary policy
   (b) Customs duty.

P.T.O.

8. Discuss briefly the concept NITI AYOG.

9. State and explain the significance of business ethics.

10. What is ethical leadership? State and explain its importance.

(3 × 10 = 30 Marks)

SECTION – C

(Compulsory)

11. Case Study:

Read the following case carefully and answer the questions given at the end.

After completing her MBA, Ms Solly John took up a job with a multinational company named FORTIO. The company paid good salaries and perks to its employees. The wages were within the paying capacity of the company that provided the employees with a reasonable standard of living. The company also had a good work-culture and the behaviour of superiors was very good towards their subordinates. Solly John was very happy in this organisation but due to long working hours, she did not have time to cook her meals. She had to depend upon outside food which was deteriorating her health.

Solly John observed that this problem was faced by many of her colleagues, not only in her company but also in many other companies. This was because of increase in the number of working women and non-availability of hygienic home-cooked food. She identified this as a great opportunity and decided to give up her job to supply packaged home-cooked food to office-goers at a reasonable price. At the end of the day, she also distributed the leftover food to the nearby night-shelters.

Questions:

(a) State the dimension of business environment being discussed above.
(b) State the principle of management being followed by FORTIO.
(c) Identify any two values being communicated by the company to society in above case.

(1 × 25 = 25 Marks)

_____

2

R – 7736

(Pages : 7)

R – 7737

Reg. No. : ....

Name : ....

First Semester M.B.A. (Full Time/Travel and Tourism) Degree Examination, August 2023

MGT 514 : ACCOUNTING FOR MANAGERS

(2020 Scheme)

Time : 3 Hours   Max. Marks : 75

PART – A

Answer **all** questions. Each question carries **5** marks.

1. Explain briefly about the accounting conventions.
2. Describe the basic elements of depreciation.
3. Discuss the objectives of management accounting.
4. Explain the uses and importance of funds flow statement.
5. Discuss the profit centre and investment centre in responsibility accounting.

(5 × 5 = 25 Marks)

PART – B

Answer **any one** question from each choice. Each question carries **10** marks.

6. (a) Mr. Akshey Kumar furnishes the following balances as on 31st March, 2008. You have to prepare a Trial Balance with the following information

Particulars	Rs.
Interest on capital	24,000
Creditors	6,00,000
Discount Received	23,000
Loan	1,74,000

P.T.O.

Particulars	Rs.
Purchase Returns	40,000
Sales Return	6,000
Advertisement	1,63,000
Commission Received	20,000
Rent	10,000
Purchases	19,00,000
Sales	32,60,000
Opening stock	12,00,000
Salaries	1,28,000
Capital	8,00,000
Drawings	2,46,000
Machinery	3,00,000
Bills Payable	20,000
Furniture	6,00,000
Debtors	5,00,000
Bank loan	2,00,000
Patents	60,000

OR

(b) Journalise the following transactions in the books of a trader.

Debit Balance on Jan. 1994:

Cash in hand Rs.8,000, cash at Bank Rs.25,000, Stock of goods Rs.20,000 Furniture Rs.2,000, Buildings Rs.10,000, Sundry Debtors-Vijay Rs.2,000, Anil Rs.1,000 and Madhu Rs.2,000.

Credit Balance on Jan.1994: Sundry creditors – Anand Rs.5,000, Loan from Bablu Rs.10,000.

Following were the further transactions in the month of January, 1994 :

Jan. 1, Purchased goods worth Rs.5,000 for cash less 20% trade discount and 5% Cash discount.

Jan. 4, Received Rs.1,980 from Vijay and allowed him Rs.20 as discount.

Jan. 6, Purchased goods from Bharat Rs.5,000

Jan. 8, Purchased plant from Mukesh for Rs.5,000 and paid Rs.100 as cartage for bringing the plant to the factory and another Rs.200 as installation charges.

Jan.12, Sold goods to Rahim on credit Rs.600.

Jan.15, Rahim became an insolvent and could pay only 50 paise in a rupee.

R – 7737

Jan. 18, Sold goods to Ram for cash Rs.1,000

Jan. 20, Paid salary to Ratan Rs.2,000.

Jan. 21, Paid Anand Rs.4,800 in full settlement.

Jan. 26, Interest received from Madhu Rs.200.

Jan. 28, Paid to Bablu interest on loan Rs.500.

Jan. 31, Sold goods for cash Rs.500.

Jan. 31, Withdrew goods from business for personal use Rs.200.

7. (a) From the following information, prepare the Profit and Loss account.

	Debit	Credit
Gross profit from the trading account	1,00,000	
Manage salary	30,000	
Office lighting	5,000	
Office rent	15,000	
Local taxes	1,000	
Salary paid to salesmen	20,000	
Commission charges paid	10,000	
Legal charges paid	3,000	
Bad debts	1,500	
Advertising charges	25,000	
Package charges	7,500	
Discount allowed	3,000	
Discount Received		4,000
Dividend received		2,000
Rent received		1,000
Depreciation charges	10,000	
Repairs and maintenance	2,500	
Interest on loans	1,500	500

OR

(b) Prepare trading account of M/s Sundar and Sons as on 31st March 2010

	Rs.
Opening stock on 1st April 2009 purchases	50,000
Cash	1,20,000
Credit	1,00,000
Sales	
Cash	40,000
Credit	1,00,000
Purchase returns	20,000
Carriage inwards	10,000
Marine insurance on purchase	6,000
Other direct expenses	4,000
Sales returns	30,000
Stocks as on 31st March 2010	10,000

8. (a) From the following information, calculate Debt Equity Ratio, Total Assets to Debt Ratio, Proprietary Ratio, and Debt to Capital Employed Ratio :

Balance Sheet as at March 31, 2017

Particulars	Rs.
I. Equity and liabilities	
1. Shareholders fund	
(a) Share capital	4,00,000
(b) Reserves and surplus	1,00,000
2. Non-current liabilities	
Long-term borrowings	1,50,000
3. Current liabilities	50,000
	7,00,000
II. Assets	
1. Non-Current assets	
(a) Fixed assets	4,00,000
(b) Non-current investments	1,00,000
2. Current assets	2,00,000
	7,00,000

OR

4

(b) Prepare common-size statement of financial position of Saleem Ltd as on 31st March, 2017 and 31st March, 2018.

Particulars	31st March 2017	31st March 2018
I. Equity and Liabilities		
1. Shareholders fund		
(a) Share capital	5,00,000	6,00,000
(b) Reserves and Surplus	4,00,000	3,60,000
2. Non-Current liabilities		
Long-terms borrowing	8,00,000	2,40,000
3. Current liabilities		
Trade payables	3,00,000	
Total	20,00,000	12,00,000
II. Assets		
1. Non-Current assets		
(a) Fixed assets	10,00,000	6,00,000
(b) Non-current investments	5,00,000	2,40,000
2. Current assets		
Inventories	3,00,000	1,20,000
Cash and cash equivalents	2,00,000	2,40,000
Total	20,00,000	12,00,000

9. (a) From the following Balance Sheets of Xerox Ltd., prepare cash flow statement

Particulars	Note No.	31st March 2017 (Rs.)	31st March 2016 (Rs.)
I. Equity and liabilities			
1. Shareholders funds			
(a) Share capital		15,00,000	10,00,000
(b) Reserve and surplus (Balance in statement of profit and loss)		7,50,000	6,00,000
2. Non-current liabilities			
Long-term borrowings	1	1,00,000	2,00,000
3. Current liabilities			
(a) Trade payables		1,00,000	1,10,000
(b) Short-term provisions (Provision for taxation)		95,000	80,000
Total		25,45,000	19,90,000

Particulars	Note No.	31st March 2017 (Rs.)	31st March 2016 (Rs.)
II. Assets			
1. Non-current assets			
(a) Fixed assets			
(i) Tangible assets	2	10,10,000	12,00,000
(ii) Intangible assets (Good will)		1,80,000	2,00,000
(b) Non-current investment		6,00,000	
2. Current assets			
(a) Inventories		1,80,000	1,00,000
(b) Trade receivables		2,00,000	1,50,000
(c) Cash and cash equivalents	3	3,75,000	3,40,000
Total		25,45,000	19,90,000

Notes to Accounts :

Particulars	31st March 2017 (Rs.)	31st March 2016 (Rs.)
1. Long-term borrowing :		
(i) 9% Debentures		2,00,000
(ii) 5% bank loan	1,00,000	
	1,00,000	2,00,000
2. Tangible assets		
(i) Land and building	6,50,000	8,00,000
(ii) Plant and machinery	3,60,000	4,00,000
	10,10,000	12,00,000
3. Cash and cash equivalents		
(i) Cash in hand	70,000	50,000
(ii) Bank balance	3,05,000	2,90,000
	3,75,000	

Additional information :

(1) Proposed dividend 2016-17 is Rs.2,25,000 and for 2015-16 is Rs.1,50,000.

(2) Income tax paid during the year includes Rs.15,000 on account of dividend tax.

6

R – 7737

(3) Land and building book value Rs.1,50,000 was sold at a profit of 10%.

(4) The rate of depreciation on plant and machinery is 10%.

(5) 9% debentures redeemed on April 2017, 5% bank loan was opted on March 31 2017.

OR

(b) From the following details prepare a statement showing Changes in Working Capital During 2009.

Balance Sheet of Pioneer Ltd. as on 31st December

Liabilities	2008 (Rs.)	2009 (Rs.)	Assets	2008 (Rs.)	2009 (Rs.)
Share capital	5,00,000	6,00,000	Fixed assets	10,00,000	11,20,000
Reserves	1,50,000	1,80,000	Less :		
Profit and			Depreciation	3,70,000	4,60,000
loss A/c	40,000	65,000	Net Fixed assets	6,30,000	6,60,000
Debentures	3,00,000	2,50,000	Stock	2,40,000	3,70,000
Creditors for goods	1,70,000	1,60,000	Book debts	2,50,000	2,30,000
Provision for tax	60,000	80,000	Cash in hand	80,000	60,000
			Preliminary expenses	20,000	15,000
	12,20,000	13,35,000		12,20,000	13,35,000

10. (a) Explain the significance and objectives of Human resource accounting.

OR

(b) Discuss the advantages of responsibility accounting.

(5 × 10 = 50 Marks)

(Pages : 2)

R – 7738

Reg. No. : ....

Name : ....

First Semester M.B.A. (Full Time/Travel and Tourism) Degree Examination,
August 2023

MGT 515 : MANAGERIAL ECONOMICS

(2020 SCHEME)

Time : 3 Hours
Max. Marks : 75

SECTION – A

Answer **all** the questions. Each question carries **5** marks.

1. Explain the significance of managerial economics.

2. Enumerate the types of demand forecasting methods.

3. Discuss the application of Break-even analysis in Managerial decisions.

4. Describe the difference between perfect and monopoly market.

5. Explain the characteristics features of business cycle.

(5 × 5 = 25 Marks)

SECTION – B

Answer any **one** questions from each choice. Each question carries **10** marks.

6. (a) Discuss the Equi-Marginal concept and Opportunity concept in detail.

OR

(b) Illustrate the business decision making process in detail.

P.T.O.

7. (a) Explain the different exceptions to the law of demand.

OR

(b) Discuss the types of price elasticity of demand in detail.

8. (a) Illustrate the properties of production Isoquant curves.

OR

(b) Explain the law of diminishing returns in detail.

9. (a) Explain the price determination under perfect competition.

OR

(b) Discuss the profit maximization under monopoly competition.

10. (a) Illustrate the different phases of business cycle.

OR

(b) Explain the different functions of banking and financial institutions in India.

(5 × 10 = 50 Marks)

_____

2

R – 7738

(Pages : 3)

R–7739

Reg. No. : ....

Name : ....

First Semester M.B.A. (Full Time/Travel and Tourism) Degree Examination,
August 2023

MGT 516 : QUANTITATIVE TECHNIQUES

(2020 Scheme)

Time : 3 Hours

Max. Marks : 75

PART – A

Answer **all** questions. Each question carries **5** marks.

1. Explain the types of non-sampling Errors.

2. What is the probability of drawing a black card or a king from a well shuffled pack of playing cards?

3. The proportion of male and female students in a class is found to be 1 : 2. What is the probability that out of 4 students selected at random with replacement, 2 or more will be females?

4. Explain briefly the procedure for hypothesis testing.

5. Discuss the simple regression analysis.

(5 × 5 = 25 Marks)

PART – B

Answer **one** question from each choice. Each question carries **10** marks.

6. (a) Calculate median of the following data:

Height in inches:	3-4	4-5	5-6	6-7	7-8	8-9	9-10	10-11
No.of saplings :	3	7	12	16	22	20	13	7

OR

P.T.O.

(b) Estimate mode of the following distribution:

Weekly Wages of Workers (Rs.)	105-115	115-125	125-135	135-145	145-155
No.of Workers :	8	15	25	40	62

7. (a) 5 red and 2 black balls, each of different sizes are randomly laid down in a row. Find the probability that

   (i) The two end balls are black,

   (ii) There are three red balls between two black balls and

   (iii) The two black balls are placed side by side.

OR

(b) In a group of 1,000 persons, there are 650 who can speak Hindi, 400 can speak English and 150 can speak both Hindi and English. If a person is selected at random, what is the probability that he speaks (i) Hindi only, (ii) English only, (iii) only one of the two languages, (iv) at least one of the two languages?

8. (a) Assuming that it is true that 2 in 10 industrial accidents are due to fatigue, find the probability that:

   (i) Exactly 2 of 8 industrial accidents will be due to fatigue.

   (ii) At least 2 of the 8 industrial accidents will be due to fatigue.

OR

(b) The avenge number of customer arrivals per minute at a super bazaar is 2. Find the probability that during one particular minute (i) exactly 3 customers will arrive, (ii) at the most two customers will arrive, (iii) at least one customer wilt arrive.

R – 7739

9. (a) A sample of 400 male students is found to have a mean height 67.47 inches. Can it be reasonably regarded as a sample from a large population with mean height 67.39 inches and standard deviation 1.30 inches? Test at 5% level of significance.

OR

(b) A sample of 10 is drawn randomly from a certain population. The sum of the squared deviations from the mean of the given sample is 50. Test the hypothesis that the variance of the population is 5 at 5 per cent level of significance.

Note : The table value of χ^2 at 5 per cent level for 9 d.f is 16.92

10. (a) Find the means of X and Y variables and the coefficient of correlation between them from the following two regression equations:

$2Y - X - 50 = 0$
$3Y - 2X - 10 = 0$

OR

(b) Calculate the two regression equations of X on Y and Y on X from the data given below, taking deviations from a actual means of X and Y.

Price (Rs.)	10	12	13	12	16	15
Amount demanded	40	38	43	45	37	43

Estimate the likely demand when the price is Rs.20.

(5 × 10 = 50 Marks)

_____

3

R – 7739

(Pages : 2)

R – 7740

Reg. No. : ....

Name : ....

First Semester M.B.A. (Full Time / Travel and Tourism)
Degree Examination, August 2023

MGT 517 : ENVIRONMENTAL MANAGEMENT

(2020 Scheme)

Time : 3 Hours   Max. Marks : 75

PART – A

Answer **all** questions. **Each** question carries **4** mark.

Write shortnotes on

1. Sustainable development
2. Wildlife Protection Act
3. Environmental Auditing
4. ISO 14000
5. EMS

(5 × 4 = 20 Marks)

PART – B

Write in detail on **any three** questions. **Each** question carries **10** marks.

6. Discuss the need and importance of Environmental Management.

7. Write short notes on

    (a) Environment Protection Act

    (b) Impact of Social Environment on Business

P.T.O.

8. Discuss briefly the steps involved in Environmental Impact Assessment.

9. Examine the role of Environmental Audit in industrial Projects.

10. Explain briefly the core elements of EMS.

(3 × 10 = 30 Marks)

PART – C (Compulsory)

11. Case Study :

Read the following case carefully and answer the questions given at the end.

In the year 2016, the State Government of Kerala had made it mandatory for anganwadis, hostels and canteens in educational institutions to secure the Food Safety and Standards Authority of India (FSSAI) license to ensure food safety. As the educational institutions also get categorized as food business operators in the event of the annual turnover of the hostels, they run exceeding Rs. 12 lakh per annum.

Questions :

1. Identify and Explain the various dimensions of the environmental management of business being referred to here.

2. List and explain the important values which the State Government of Kerala wants to convey through this initiative.

(1 × 25 = 25 Marks)

R – 7740