Roll No. [ ] Total No. of Pages : 03

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M.Com. (Sem.–1)

MANAGEMENT PRINCIPLES AND ORGANIZATIONAL BEHAVIOUR

Subject Code : MCOP-101-18

M.Code : 75333

Date of Examination: 02-01-2025

Time : 3 Hrs. Max. Marks : 60

INSTRUCTIONS TO CANDIDATES :

1. SECTION-A contains EIGHT questions carrying TWO marks each and students has to attempt ALL questions.
2. SECTION-B consists of FOUR Subsections : Units-I, II, III & IV. Each Subsection contains TWO questions each carrying EIGHT marks each and student has to attempt any ONE question from each Subsection.
3. SECTION-C is COMPULSORY and consist of ONE Case Study carrying TWELVE marks.

SECTION-A

1. **Explain briefly:**

   a) Systems approach to management.

   b) Business forecasting

   c) Benefits of MBO.

   d) Types of decisions.

   e) Matrix organization

   f) Elements of motivation.

   g) Sources of power.

   h) Reasons for Organizational change.

SECTION-B

UNIT-I

2. Define Management. Briefly explain nature and objectives of management. Also discuss different types of managerial roles to be performed by managers.

3. What do you mean by Planning? Illustrate various types of organizational plans with examples.

UNIT-II

4. What do you understands by delegation? Discuss in detail various factors affecting effective delegation.

5. Elaborate the relationship between planning and controlling. Discuss various techniques of controlling with their pros and cons.

UNIT-III

6. What do you mean by organizational behavior? Discuss in detail various disciplines contributing in the development of OB.

7. Define leadership. Briefly elaborate different styles of leadership on the behavioral theories of leadership.

UNIT-IV

8. Differentiate between formal and informal group. Elaborate various group prop explain functioning of groups.

9. How do you define conflict? What are various levels of conflict? Explain the process of conflict management with examples.

SECTION-C

10. **Case study :**

Tammy Reinhold didn't Relieve the rumors. Now that the rumors were confirmed, she was in denial. "I can't believe it," she said. "I've worked as a greeting-card artist here for over 15 years. I love what I do. Now they tell me that I'm going to have to do all my work on a computer." Tammy was not alone in her fear. The company's other two artists, Mike Tomaski and Maggie Lyall, were just as concerned. Each had graduated from art school near the top of his or her class. They came to work for GreyStar Art & Greetings right out of school—Mike in 1985, Tammy in 1991, and Maggie in 1997. They chose the company, which had been around for more than 50 years, because of its reputation as a good place to work. The company also had never had a layoff.

GreyStar Art & Greetings is a small maker of greeting cards and specialty wrapping paper. It has modest resources and modest ambitions. Management has always pursued progress slowly. Artists do much of their work by hand. Today, however, the company installed three high-powered Mac computers equipped with the latest graphics and photo

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manipulation software, including Photoshop, Quark, and Illustrator. Courtland Grey, the company's owner, called Tammy, Mike, and Maggie into his office this morning. He told them about the changes that were going to be made. Grey acknowledged that the three were going to have a lot to learn to be able to do all their work on computers. But he stressed that the changes would dramatically speed up the art-production and photo-layout processes and eventually result in significant cost savings. He offered to send the three to a one- week course specifically designed to train artists in the new technology and software. He also said he expected all of the company's art and photo operations to be completely digitalized within three months.

Tammy is not stupid. She has been following the trends in graphic art. More and more work is being done on computers. She just thought, as did Mike and Maggie, that she might escape having to learn these programs. After all, GreyStar Art & Greetings is not Hallmark. But Tammy was wrong. Technology is coming to GreyStar Art & Greetings and there isn't much she can do about it. Other than complain or look for another job!

Questions:

a) Explain Tammy's resistance.

b) Evaluate the way Courtland Grey handled this change.

c) What, if anything, would you have done differently if you had been Grey?

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M.Com. (Sem.–1)

MANAGERIAL ECONOMICS

Subject Code : MCOP-102-18

M.Code : S75334

Date of Examination: 24-01-2025

Time : 3 Hrs. Max. Marks : 60

INSTRUCTIONS TO CANDIDATES :

1. SECTION-A contains EIGHT questions carrying TWO marks each and students has to attempt ALL questions.
2. SECTION-B consists of FOUR Subsections : Units-I, II, III & IV. Each Subsection contains TWO questions each carrying EIGHT marks each and student has to attempt any ONE question from each Subsection.
3. SECTION-C is COMPULSORY and consist of ONE Case Study carrying TWELVE marks.

SECTION-A

1. **Write short notes on:**

   a) What do you mean by Demand Forecasting?

   b) Write about the Opportunity Cost Principle.

   c) Define Returns to Scale.

   d) Write the statement of modern theory of Cost.

   e) What do you mean by Non-Collusive Oligopoly?

   f) Distinguish Real and Nominal Interest Rates.

   g) Define Investment Multiplier.

   h) Write about Unemployment Trade Off.

SECTION-B

UNIT-I

2. Define Price Elasticity of Demand. How elasticity of demand is measured by different methods?

3. What do you mean by Indifference Curve? How Consumer's Equilibrium is determined with the help of Indifference Curve subject to satisfaction of conditions?

UNIT-II

4. Express the relationship between short run and long run Production Function.

5. Discuss the relationship between AR and MR. How elasticity of Demand is determined from the mutual relationship of AR and MR?

UNIT-III

6. Discuss the price and output are determined under Monopolistic Competition in the short run and long run period.

7. Discuss the price and output determination under collusive Oligopoly?

UNIT-IV

8. Distinguish the procedure of Investment multiplier and Budget Multiplier.

9. Define concept of Trade Cycles. Discuss the theories of Trade Cycles.

SECTION-C

10. **Read the following case study paragraph carefully and answer the questions on the basis of the same:**

    The Indian economy has diversified quite significantly and been growing rapidly since 1991 and getting increasingly integrated with the global economy. Therefore, the fourth generation (1991-2014) of Indian banking saw landmark reforms such as issue of fresh licences to private and foreign banks to infuse competition, thereby enhancing productivity as well as efficiency by leveraging technology; introduction of prudential norms; providing operational flexibility coupled with functional autonomy; focus on implementation of best corporate governance practices; and strengthening of capital base as per the Basel norms. Since 2014, the banking sector has witnessed the adoption of the JAM (Jan-Dhan, Aadhaar, and Mobile) trinity and issuance of licences to Payments Banks and Small Finance Banks (SFBs) to achieve last-mile connectivity in the financial inclusion drive. For instance, SFBs had mobilised deposits of Rs.82,488 crore and extended credit of Rs.90,576 crore to small and marginal farmers and MSMEs (micro small & medium enterprises) by the end of FY 2019- 20. Given the current challenges of a burgeoning population, the ongoing Covid-19 pandemic, and the West's intention to shift its manufacturing base as well as supply/value chains from China to India and elsewhere, it is essential to say 'yes' to fifth generation (2014 and beyond) banking reforms. This calls for a paradigm shift in the banking sector to improve its resilience and maintain financial stability. The Narasimham Committee Report'(1991), as well as the discussion paper on Banking structure in India - The way forward (Reserve Bank of India, 2013), emphasised that India should have three or four large commercial banks, with domestic and international presence, along with foreign banks. The second tier may comprise several mid-size lenders, including niche banks, with economy-wide presence.

Questions :

i. How does financial inclusion programme "jan dhan yojana" affect financial conditions of commercial banks: -

a) Availability of funds with commercial banks have increased.

b) Availability of funds with commercial banks have decreased.

c) Not affected in any way.

d) All of above

ii. Small Finance Banks had mobilised deposits of Rs. 82,488 crore and extended credit of RS. 90,576 crore to small and marginal farmers and MSMEs (Micro Small & Medium Enterprises) by the end of FY 2019-20. How will it affect economy?

a) Growth of MSME and agriculture sector become faster.

b) Financial inclusion of people.

c) Economic strengthening of rural areas.

d) All of above

iii. What type of fourth generation reforms are made by government in banking sector:-

a) Reduction in mandatory reserves.

b) Operational flexibility.

c) Improvement in competition.

d) All of above

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M.Com. (Sem.–1)

QUANTITATIVE TECHNIQUES

Subject Code : MCOP/103/18

M.Code : S79081

Date of Examination : 20-01-2025

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTIONS TO CANDIDATES :

1. SECTION-A contains EIGHT questions carrying TWO marks each and students has to attempt ALL questions.
2. SECTION-B consists of FOUR Subsections : Units-I, II, III & IV. Each Subsection contains TWO questions each carrying EIGHT marks each and student has to attempt any ONE question from each Subsection.
3. SECTION-C is COMPULSORY and consist of ONE Case Study carrying TWELVE marks.

SECTION-A

1. **Explain briefly:**

   i. Functions of statistics

   ii. Difference between absolute and relative measures

   iii. Scatter diagram

   iv. Types of correlation

   v. Normal distribution

   vi. Post-optimality analysis

   vii. Critical path method

   viii. Problem of degeneracy

SECTION-B

UNIT-I

2. Calculate the value of mode by using the grouping method from the following data:

Marks:	10-20	20-30	30-40	40-50	50-60	60-70	70-80	80-90
No. of students:	4	6	20	32	33	17	8	2

3. **What is the difference between :**

   i. Mean deviation and Standard Deviation.

   ii. Inter-quartile range and Quartile deviation.

UNIT-II

4. Explain the Bayes' theorem in detail, giving examples.

5. The following table gives the frequency, according to the marks, obtained by 67 students in an intelligence test. Measure the degree of Correlation between Age and Marks.

	Age (in years)			
Test Marks	**18**	**19**	**20**	**21**
200-250	4	4	2	1
250-300	3	5	4	2
300-350	2	6	8	5
350-400	1	4	6	10

UNIT-III

6. Explain the process of formulation of linear programming problems. What are its applications in business?

7. Reduce the following game by dominance and find the game value :

		Player B				
		I	II	III	IV	V
Player A	I	1	3	2	7	4
	II	3	4	1	5	6
	III	6	5	7	6	5
	IV	2	0	6	3	1

UNIT-IV

8. A marketing manager has five salesmen and five sales districts. Considering the capabilities of the salesmen and the nature of districts, the marketing manager estimates that the sales per month (in hundred rupees) for each salesman in each district would be as follows:

		Districts				
		A	B	C	D	E
Salesmen	I	32	38	40	28	40
	II	40	24	28	21	36
	III	41	27	33	30	37
	IV	22	38	41	36	36
	V	29	33	40	35	39

Find the assignment of salesmen to districts that will result in maximum sales.

9. A small project consists of seven activities, whose time estimates are given in the following table:

Activity	1-2	1-3	1-4	2-5	3-5	4-6	5-6
Optimistic time	1	1	2	1	2	2	3
Most Likely time	1	4	2	1	5	5	6
Pessimistic time	7	7	8	1	14	8	15

i. Determine the expected time.

ii. Draw the network and determine the project duration and critical path.

iii. Determine the total, free and independent float for each activity.

SECTION-C

10. Study the following case and answer the question(s) that follow:

A company has 5 plants P_1, P_2, P_3, P_4 and P_5. It now wants to introduce 3 products *A*, *B* and *C*, but not more than one in a plant. The unit production and distribution costs are shown in tables that follow:

Unit Production Costs

	In plant				
Product	P_1	P_2	P_3	P_4	P_5
A	20	24	21	35	28
B	12	28	40	25	20
C	21	17	30	22	16

Unit Distribution Costs

	From plant				
Product	P_1	P_2	P_3	P_4	P_5
A	12	6	13	3	6
B	14	6	8	10	12
C	17	8	12	18	16

Estimated sales and prices of the products are as follows

Product	*Sale (No. of units)*	*Selling Price*
A	*800*	*Rs 50*
B	*1000*	*Rs 50*
C	*400*	*Rs 70*

Using the above information, state which product should be produced in which plant so that the aggregate profits are maximized, and also determine the profits.

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Total No. of Questions : 10

M.Com. (Sem.–1)

ACCOUNTING THEORY

Subject Code : MCOP-104-18

M.Code : 75336

Date of Examination : 10-01-2025

Time : 3 Hrs. Max. Marks : 60

INSTRUCTIONS TO CANDIDATES :

1. SECTION-A contains EIGHT questions carrying TWO marks each and students have to attempt ALL questions.
2. SECTION-B consists of FOUR Subsections : Units-I, II, III & IV. Each Subsection contains TWO questions each carrying EIGHT marks each and student has to attempt any ONE question from each Subsection.
3. SECTION-C is COMPULSORY and consist of ONE Case Study carrying TWELVE marks.

SECTION-A

1. **Write briefly :**

   a) Corporate Social Reporting

   b) Segment and Interim reporting

   c) Indian Accounting Standards

   d) Holding company

   e) Crypto Currencies

   f) Meaning of lease and hire purchase

   g) Single Entry System

   h) Accounting Principles

SECTION-B

UNIT-I

2. Discuss the history and evolution of accounting.

3. What do you mean by accounting policy? Discuss the nature and scope of accounting policy.

UNIT-II

4. Explain the accounting treatment and accounting standard in respect of Lease and Hire purchase.

5. Discuss the various contemporary developments related to accounting for price level changes.

UNIT-III

6. ***'Accounting standards have been evolved to improve the reliability and credibility of financial statement '***. Elaborate the above statement by describing importance and scope of applications of accounting standard.

7. Discuss the accounting treatment and accounting standards for Amalgamation.

UNIT-IV

8. What do you mean by financial reporting? Discuss the recent trends in financial reporting practices.

9. What is a scope of financial reporting? Discuss the content of financial reporting.

SECTION-C

10. **Attempt following case study :**

The ultimate goal of any set of accounting principles is to ensure that a company's financial statements are complete, consistent and comparable. This makes it easier for investors to analyze and extract useful information from the company's financial statements, including trend data over a period of time. It also facilitates the comparison of financial information across different companies. Accounting principles also help mitigate accounting fraud by increasing transparency and allowing red flags to be identified.

a) What is the use of accounting principle in preparing financial report?

b) How accounting principle indirectly help in investment decision?

c) What are the generally accepted accounting principles?

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Roll No. [ ]

Total No. of Pages : 02

Total No. of Questions : 10

M.Com. (Sem.–1)

LEGAL ASPECTS OF BUSINESS

Subject Code : MCOP-105-18

M.Code : 75337

Date of Examination:04-01-2025

Time : 3 Hrs. **Max. Marks : 60**

INSTRUCTIONS TO CANDIDATES :

1. SECTION-A contains EIGHT questions carrying TWO marks each and students has to attempt ALL questions.
2. SECTION-B consists of FOUR Subsections : Units-I, II, III & IV. Each Subsection contains TWO questions each carrying EIGHT marks each and student has to attempt any ONE question from each Subsection.
3. SECTION-C is COMPULSORY and consist of ONE Case Study carrying TWELVE marks.

SECTION-A

1. Write short notes on :

a. Free Consent

b. Misrepresentation

c. Warranties

d. Cheque

e. Prospectus

f. Competition Apt

j. Goods

h. Electronic Records

SECTION-B

UNIT-I

2. What do you mean by Capacities of Parties in case of Contract Act? Explain the case of Minor in detail.

3. What is Breach of Contract? Explain different remedies related to Breach of Contract.

UNIT-II

4. Distinguish between Conditions and Warranties. Explain different types of warranties with suitable cases.

5. Who is Holder in Due Course? Explain different rights.

UNIT-III

6. What is Memorandum of Association? Explain different clauses of MOA.

7. Why FEMA Act is Passed? Explain its different clauses.

UNIT-IV

8. Define Consumer. Explain process of filing complaint under Consumer Protection Act.

9. Enumerate the procedure for appointment of the controller of certifying authorities. State his function and duties.

SECTION-C

10. Case Study :

a. A agreed to sell to B 20 Kg of rice described as "Dehradun Basmati" as per the sample shown. Although the rice supplied was in accordance with sample but sample itself was of "Punjab Sela". The buyer refuses to make payment. What remedies are available to seller?

b. A and B bet as to whether it would rain or not on a particular day. A promise to pay Rs.100 to B if rained and B promises an equal amount to A if it did not. Is it a valid contract? Explain with reasons.

c. The directors of the company had power to borrow money up to Rs. 20,000 without the consent of members in general meeting. The directors themselves lent Rs. 40000 to the company and took debentures. Is the Company liable for Rs. 20000?

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M.Com. (Sem.–1)

BUSINESS COMMUNICATION

Subject Code : MCOP-106-18

M.Code : S75338

Date of Examination: 18-01-2025

Time : 3 Hrs. Max. Marks : 60

INSTRUCTIONS TO CANDIDATES :

1. SECTION-A contains EIGHT Questions carrying TWO marks each and students has to attempt ALL questions.
2. SECTION-B contains of FOUR Subsections : Units-I, II, III & IV. Each Subsections contains TWO questions each carrying EIGHT marks each and students has to attempt any ONE question from each subsection.
3. SECTION-C is COMPULSORY and consists of ONE Case Study carrying TWELVE marks.

SECTION-A

1. **Answer briefly:**

   a) Verbal communication.

   b) External communication.

   c) Barriers to communication.

   d) Report writing.

   e) Job application form.

   f) Curriculum Vitae.

   g) Letter of resignation.

   h) Positive message.

SECTION-B

UNIT-I

2. Discuss the various communication channels. How ethics are important in communication?

3. Discuss the nature of communication. Explain the communication process and stages in communication.

UNIT-II

4. Why do we want to use Written Communication? Point out the various Tools of Written Communication.

5. Discuss the importance of Communication for Managers. What, according to you are the various ways to improve communication between managers and employees.

UNIT-III

6. Discuss the roles of References, Offers of employment and Job Description in Recruitment and selection process.

7. What is researching Job? Discuss in detail the recruitment and selection process.

UNIT-IV

8. Describe the characteristics and types of Interpersonal Communication.

9. Discuss the Advantages and Purpose of Group Discussion.

SECTION-C

10. **Case Study:**

    The section head of customer relations office at XYZ Company has decided to send inspirational quotes to his employees repeatedly throughout the day to keep them motivated. He was inspired by a workshop he had attended earlier on the same theme.

To maintain good customer relations, the employees are expected to promptly respond to customers' queries and address their complaints through emails, phones and social media feeds. Muna, having a great record in meeting deadlines, is not able to keep up with increase in inquiries and complaints made by the customers. The inbox is constantly full, the phone keeps ringing and social media notifications keep on popping. Muna, along with her colleagues and after consulting the section head, has decided earlier to follow a more organized and strategic approach in finishing her work. Each hour, they will respond to the 5 earliest emails, 5 phone calls and 10 social media feeds. The employees were relieved by this decision because they usually receive only customers' emails in their inboxes and no filtration is required.

However, the manager's new approach to motivate the employees has led them to be more stressed than relieved. They started receiving countless inspirational emails from him throughout the day that they had to filter through their inbox to find customers emails; this affected their working pace.

Answer the following questions:

a. What led to communication failure in this case? Explain in details.

b. How could the section head have achieved his goal without disrupting the employees? Give examples.

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