

2108000405061003
EXAMINATION OCTOBER 2024
BACHELOR OF BUSINESS ADMINISTRATION
(FIFTH SEMESTER)
ADVANCE HUMAN RESOURCE MANAGEMENT

[Time: As Per Schedule]

[Max. Marks: 70]

Instructions:

1. Fill up strictly the following details on your answer book
 - a. Name of the Examination: **BACHELOR OF BUSINESS ADMINISTRATION (FIFTH SEMESTER)**
 - b. Name of the Subject: **ADVANCE HUMAN RESOURCE MANAGEMENT**
 - c. Subject Code No: **2108000405061003**
2. Sketch neat and labelled diagram wherever necessary.
3. Figures to the right indicate full marks of the question.
4. All questions are compulsory.

Seat No:

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Student's Signature

Q.1 Answer any 7 of the following

14

- 1) State any four benefits of SHRM?
- 2) Explain in brief reverse cultural shock?
- 3) What is Human Resource accounting?
- 4) Enlist any two HR strategies for Corporate level growth strategy.
- 5) Who are called repatriates?
- 6) What is Power?
- 7) What is Flexi timing?
- 8) Explain geocentric approach of IHRM.
- 9) What is healthy organisational culture?
- 10) What is national level culture? Give an example.

Q.2 Answer any two of the following:

14

- a) Discuss appropriate HR Strategies for any three SBU level strategies.
- b) Discuss barriers of Strategic Human Resource Management.
- c) Discuss essential elements of SHRM.

Q.3 Discuss in detail Human Resource Audit its objective and process.

14

OR

- a) Discuss in detail Emotional Intelligence.
- b) Write note on E-recruitment.

Q.4 Answer any two of the following:

14

- a) Discuss creating organisational culture in detail.
- b) State and explain sources of power in organisational context.
- c) Discuss political activities evident in today's organisation

Q.5 Write Short Notes on any 2 of the following:

14

- a) I- Recruitment
- b) I-Compensation
- c) Expatriation
- d) I-Performance Management

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EXAMINATION OCTOBER 2024
BACHELOR OF BUSINESS ADMINISTRATION
(FIFTH SEMESTER)
HUMAN RESOURCE DEVELOPMENT

[Time: As Per Schedule]

[Max. Marks: 70]

Instructions:

1. Fill up strictly the following details on your answer book
 - a. Name of the Examination: **BACHELOR OF BUSINESS ADMINISTRATION (FIFTH SEMESTER)**
 - b. Name of the Subject: **HUMAN RESOURCE DEVELOPMENT**
 - c. Subject Code No: **2108000405051003**
2. Sketch neat and labelled diagram wherever necessary.
3. Figures to the right indicate full marks of the question.
4. All questions are compulsory.

Seat No:

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Student's Signature

Q.1 Answer in brief (Any Seven):

14

- (a) Define 'Human Resource Development'.
- (b) Explain 'Quality of Work Life'.
- (c) Enlist any four reasons for 'change'.
- (d) Explain 'OD Intervention'.
- (e) List down any four objectives of MDP.
- (f) Differentiate between traditional and virtual Organization.
- (g) Explain 'Job Enlargement' with an example.
- (h) What are the characteristics of "Engaged Employees"?
- (i) What is employee empowerment?
- (j) What is 'Sensitivity Training'? List down any two objectives of sensitivity training.

Q.2 List down the objectives of HRD. Discuss the subsystems of HRD.

14

OR

Define "Management Development". Discuss the 'Off-the-Job Methods' of MDP.

14

Q.3 Discuss the concept of 'change'. Explain 'Evolutionary Change' and 'Revolutionary Change' with examples. Discuss the reasons for 'resistance to change'. **14**

OR

Discuss the characteristics of OD. Explain 'Survey Feedback', MBO and 'Managerial Grid' intervention. **14**

Q.4 Answer in Following (Any Two): **16**

- (a) Discuss the advantages and disadvantages of virtual organization.
- (b) Explain 'Job Simplification' and 'Job Enrichment'.
- (c) What is 'Employee Engagement'? Explain the 10 Cs of Employee Engagement.
- (d) Discuss the principles in designing a good HRD system.

Q.5 Write Short Notes (Any Two): **12**

- (a) Kirk-Patrick Model of MDP Evaluation
- (b) Barriers to 'Employee Empowerment'
- (c) Types of Virtual Organisation as per Bradt's Classification
- (d) Kurt Levin model of change

2108000405020002
EXAMINATION OCTOBER 2024
BACHELOR OF BUSINESS ADMINISTRATION
(FIFTH SEMESTER)
BUSINESS RESEARCH – 502

[Time: As Per Schedule]

[Max. Marks: 70]

Instructions:

1. Fill up strictly the following details on your answer book
 - a. Name of the Examination: **BACHELOR OF BUSINESS ADMINISTRATION (FIFTH SEMESTER)**
 - b. Name of the Subject: **BUSINESS RESEARCH - 502**
 - c. Subject Code No: **2108000405020002**
2. Sketch neat and labelled diagram wherever necessary.
3. Figures to the right indicate full marks of the question.
4. All questions are compulsory.

Seat No:

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Student's Signature

Q.1 Answer the following questions in brief. (Any seven)

14

- 1) Define Business Research.
- 2) Briefly explain Basic Research vs. Applied Research
- 3) What is "Population definition Error"?
- 4) State any two differences between primary Data and secondary Data.
- 5) "Hours of reading will determine academic performance of students. However, students' past performance also plays a very significant role." In this statement, **students' past performance** is which type of variable? Justify.
- 6) What do you mean by snowball sampling?
- 7) Explain the meaning of target Population.
- 8) What do you mean by sampling frame?
- 9) What is transcribing of data?
- 10) Match the following:

A	Nominal	1	Absolute Zero
B	Ratio	2	Enrollment No. of Students
C	Interval	3	Top 5 ranking in SYBBA Semester 4
D	Ordinal	4	Artificial Zero

- 11) List down any four advantages of personal interview Method.
- 12) Explain NOMINAL SCALE with suitable Example

- Q.2** a) Explain various types of variables giving suitable examples. 7
b) Explain the process of business research in brief. 7
- OR**
- a) Discuss characteristics of a good scientific research. 7
b) Explain Exploratory and Causal Research Designs in detail 7
- Q.3** A. Evaluate Personal survey, Telephonic Survey and Mail Survey methods based on following parameters. 7
- Use of physical stimuli,
- Sample control,
- quantum of data
B. Explain advantages of Observation Method. 7
- OR**
- Explain Various Internal & External sources of secondary data 14
- Q.4** Explain various Probability Sampling Methods 14
- OR**
- a) Discuss any THREE Non comparative with suitable examples 7
b) Explain Sampling Procedure in detail. 7
- Q.5** Write short notes on ANY TWO 14
- A. Contents of research report
B. Data editing and Data cleaning
C. Wordings of questions in questionnaire
D. Draft any 5 questions for studying satisfaction of E-vehicle users of your city.
(exclude demographic questions)

2108000405030002
EXAMINATION OCTOBER 2024
BACHELOR OF BUSINESS ADMINISTRATION
(FIFTH SEMESTER)
SERVICES MANAGEMENT

[Time: As Per Schedule]

[Max. Marks: 70]

Instructions:

1. Fill up strictly the following details on your answer book
 - a. Name of the Examination: **BACHELOR OF BUSINESS ADMINISTRATION (FIFTH SEMESTER)**
 - b. Name of the Subject: **SERVICES MANAGEMENT**
 - c. Subject Code No: **2108000405030002**
2. Sketch neat and labelled diagram wherever necessary.
3. Figures to the right indicate full marks of the question.
4. All questions are compulsory.

Seat No:

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Student's Signature

Q.1 Answer the following questions in brief. (Any Seven)

14

- A. List down any two problems arises due to Perishability as service characteristics.
- B. List down any four challenges faced by service sector in India.
- C. What do you mean by non-monetary Cost?
- D. Draw schematic diagram of Service Flower.
- E. Which of the following is NOT one of the five dimensions of service quality identified in the SERVQUAL model?
 - Tangibles
 - Reliability
 - Empathy
 - Innovation
- F. Which of the following actions is most likely to help close or minimize Gap 1 in the SERVQUAL model?
 - Improving staff training and performance
 - Enhancing internal communication processes
 - Conducting regular customer feedback surveys
 - Revising service delivery procedures
- G. What term is used to describe customers who repeatedly complain and disrupt service but are not genuinely interested in finding a solution?
 - Loyal Customers

- Jaycustomers
- Ideal Customers
- Potential Customers

- H. What do you mean by 'Family Feuders' with respect to Jaycustomer?
 I. Under what circumstances, service provider should not give guarantee to customers?
 J. List down various types of retail formats available in India.

Q.2 Explain various unique characteristics of Service. Also explain various problems that arise due to characteristics. Further explain how to minimize those problems. **14**

OR

Explain in detail pricing tripod (pricing strategies) in services. **14**

Q.3 a) What do you mean by Gap? Explain GAP-1 and Gap-2. Also explain various strategies to minimize GAP 1 and Gap 2. **10**

b) List down physical evidences for a college. (Atleast 8) (Strictly **DO NOT** mention name of your college) **4**

OR

a) What do you mean by Service Process Redesign? Under what condition a service provider should go for redesigning a service process? List down ways to do Service Process Redesign. **7**

b) Explain 'Empathy' and 'Assurance' with respect to Service Quality Dimension. **7**

Q.4 Explain 'Understanding Complaining Behavior' of consumers in detail **14**

OR

Explain Healthcare Sector with respect to service management in detail **14**

Q.5 Write short notes. (Any Two) **14**

- a) Post purchase Stage in Consumer Behavior in Services
- b) Branding Strategies for Service
- c) The Cheat and The Thief as Jaycustomers
- d) Education Sector in India

2108000405040002
EXAMINATION OCTOBER 2024
BACHELOR OF BUSINESS ADMINISTRATION
(FIFTH SEMESTER)
LEGAL ASPECTS OF BUSINESS

[Time: As Per Schedule]

[Max. Marks: 70]

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 - a. Name of the Examination : **BACHELOR OF BUSINESS ADMINISTRATION (FIFTH SEMESTER)**
 - b. Name of the Subject: **LEGAL ASPECTS OF BUSINESS**
 - c. Subject Code No: **2108000405040002**
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4. All questions are compulsory.

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Student's Signature

Q.1 Answer the following questions in brief: (Any Seven)

14

1. Define Breach of Agreement.
2. Define Holder in due course?
3. What is restrictive trade practice?
4. Distinguish between Sale & Bailment.
5. What is Consideration?
6. Briefly explain the different modes of contract of sale?
7. Write any two essential elements of Bills of exchange.
8. Define Drawer and Drawee as parties to a Cheque.
9. When condition is treated as warranty?
10. Define "Misleading Advertisement" under CPA

Q.2 What do you mean by Contract? Discuss classifications of contract

14

OR

Define Contract. Explain essential elements of valid contract.

14

Q.3 What do you mean by Negotiable Instrument? Discuss Essential characteristics of Negotiable instrument.

14

OR

What do you mean by Contract of Sale? A contract of sale may be absolute or conditional - Explain the statement in the context of formation of Contract of Sale.

14

Q.4 Define Complaint. Explain consumer protection councils. **14**

OR

Define Goods. Discuss Classification of Goods **14**

Q.5 Write down short notes (Any Two) **14**

1. Rights of Consumers.
2. Liabilities of Parties to Negotiable Instruments.
3. Caveat Emptor
4. Breach of Contract.

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