



01/05/24 M-100

Section C (Answer any TWO out of FOUR) - 30Marks
(Each question Carry 15 Marks)

Q. No.	QUESTIONS	Marks	COs	KL	PO
8	What are the factors that affects Life Insurance? Discuss minimum of five factors with relevant examples.	15	CO3	K4	P1
9	What are the principles of Insurance? Briefly explain any three of them.	15	CO3	K1	P1
10	Amit owns a small jewellery shop and decides to purchase insurance coverage to protect his valuable inventory against theft and damage. He approaches to an insurance company and after providing all the necessary details about his business and the value of the jewellery items takes an insurance policy. Several months later, a burglary occurs at Amit's shop, resulting in the theft of a significant portion of his jewellery. Amit files a claim with the insurance company, seeking compensation for the stolen items. During the claims investigation process, the insurance company discovers that Amit had failed to disclose some crucial information about the security measures in place at his shop, including the lack of a functioning alarm system and security cameras, which could have mitigated the risk of theft. Upon further examination, it was also revealed that Amit had insured the jewellery items for an amount exceeding their actual market value. As an Investigating officer you have rejected the claim. Why?	15	CO4	K5	PO2



ARKA JAIN University
Jharkhand



NAAC GRADE A
ACCREDITED UNIVERSITY

END SEM EXAMINATION
School of Commerce & Management

Program Bachelor of Commerce (Hons.) [Finance Specialization]

Subject Name Insurance & Risk Management

Semester VI **Year** April 2024

- Start writing from 2nd page onwards; don't Write on the 1st Page Backside
- Answer all Questions of Section A (Compulsory)
- Answer Any Four out of Six of Section B
- Answer Any Two out of Four of Section C
- Possession of Mobile Phones or any kind of Written Material, Arguments with the Invigilator or Discussing with Co-Student will come under Unfair Means and will Result in the Cancellation of the Papers.

Time: 3 Hour
Max. Marks : 70

Knowledge Level (KL)
K1 : Remembering K3 : Applying K5 : Evaluating
K2 : Understanding K4 : Analysing K6 : Creating

Section A (Each question Carry 01 Marks from Q1-i to xii) - 12 Marks

Q. N	QUESTIONS	Marks	COs	KL	PO
1					
i	Risk can be eliminated a) True b) False c) Both of them d) None of them	01	CO1	K2	P1
ii	_____ risk is involved due to fluctuation of Country's Currency. a) Credit risk b) Market risk c) Currency risk d) Political risk	01	CO3	K4	P2
iii	A range of _____ of total critical illness is being recognised by majority of Insurers a) 20-30 b) 30-40 c) 40-50 d) None of the above	01	CO2	K2	P1
iv	Which of the following best defines the principle of loss minimization in insurance? a) Maximizing the likelihood of losses occurring b) Minimizing the extent of losses or damage after an insured event c) Transferring risk from the insured to the insurer	01	CO2	K2	P1

V	d) Guaranteeing profits for the insured Which of the following is an example of moral hazard in insurance? a) A homeowner installing a security system to reduce the risk of burglary b) A driver purchasing comprehensive car insurance to protect against theft and vandalism c) An insured individual intentionally causing damage to property to collect insurance proceeds d) A business investing in risk management strategies to mitigate potential losses	01	CO3	K4	P2
vi	In insurance, what term refers to the measure of uncertainty associated with potential losses? a) Probability b) Deductible c) Liability d) Premium	01	CO2	K1	P1
vii	Which of the following risks is typically excluded from standard marine insurance policies? a) Piracy b) Collision c) Stranding d) Nuclear contamination	01	CO4	K1	P2
viii	Which of the following is not typically covered by basic health insurance plans? a) Hospitalization expenses b) Prescription medications c) Routine dental check-ups d) Emergency room visits	01	CO4	K1	P1
ix	What type of risk refers to the possibility of a profit/loss due to assumption made by an individual? a) Pure risk b) Speculative risk c) Operational risk d) Moral risk	01	CO3	K4	P1
x	What is the term used to describe the process of notifying the insurance company of loss and requesting payment under the terms of the insurance policy? a) Deductible b) Endorsement c) Claim	01	CO4	K5	P1

	d) Premium				
xi	What type of insurance provides coverage for medical expenses incurred due to illness, injury, or preventive care? a) Health insurance b) Property insurance c) Travel insurance d) Liability insurance	01	CO2	K4	P2
xii	IRDA was established under the IRDA Act of _____ a) 1996 b) 1997 c) 1998 d) 1999	01	CO4	K1	P1
Section B (Answer any FOUR out of SIX) – 28 Marks					
(Each question Carry 7 Marks)					
Q. No.	QUESTIONS	Marks	Cos	KL	PO
2	Give a brief account on fire insurance	07	CO2	K1	P2
3	Discuss Role and responsibilities of IRDA	07	CO2	K2	P1
4	Differentiate between traditional and non-traditional Insurance policy.	07	CO1	K1	P1
5	List down the benefits of Insurance.	07	CO3	K1	P1
6	Explain systematic and unsystematic risk with relevant examples.	07	CO4	K2	P2
7	What do you understand by term Reinsurance? Explain with relevant examples.	07	CO3	K1	P1

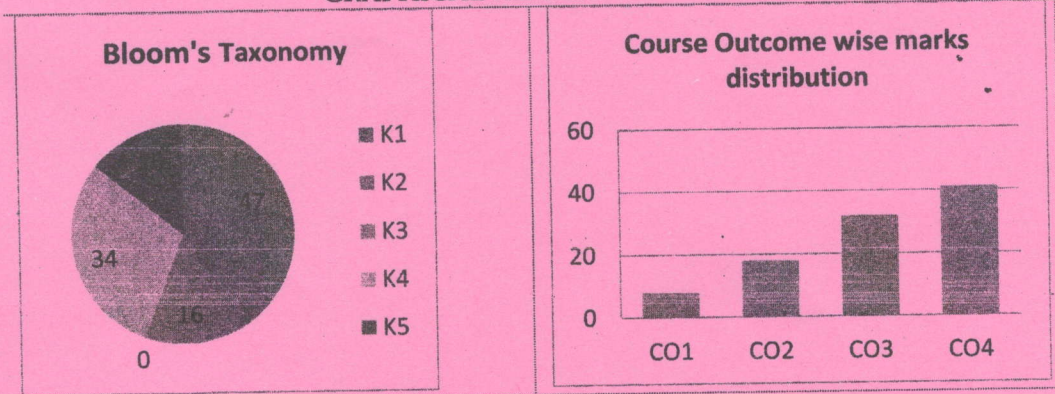
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11	<p>Anand, a senior market executive in his mid-40's met with a road accident. He was severely injured and was rushed to hospital. While in the way Anand had an anxiety attack due to fear of losing his life which caused him to panic. Due to panic, Anand suffers heart attack and dies.</p> <p>Upon claiming Insurance, Company says that coverage was for loss of life due to accident and was not due to panic attack that resulted in death, and refutes the claim.</p> <p>Comment.</p>	15	CO4	K4	PO2
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CO- Course Outcomes, KL- Knowledge Level, PO – Program Outcome

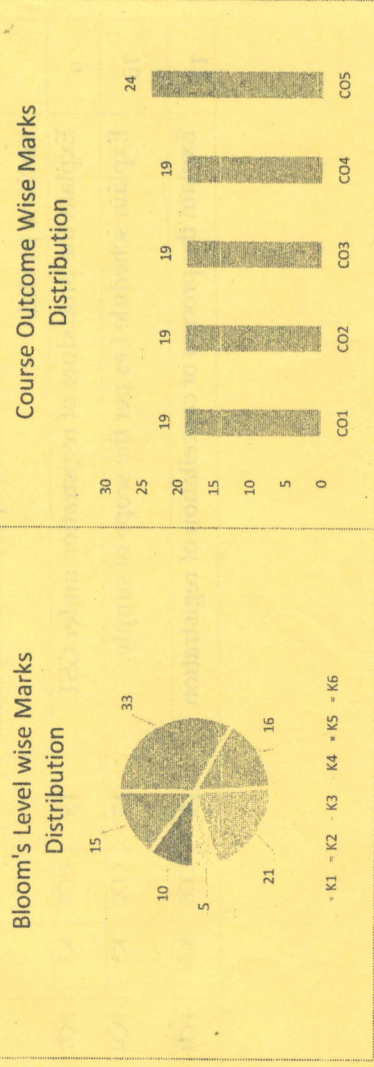
Course Outcomes	[CO1]	Identify different types of risk
	[CO2]	Classify different types of insurance
	[CO3]	Need and importance of insurance
	[CO4]	Regulations governing insurance industry.

GRAPHICAL REPRESENTATION



CO- Course Outcomes,	KL- Knowledge Level,	PO – Program Outcome
[CO1]	The student will learn the concept of indirect tax	
[CO2]	The student will be able to identify the supply concept.	
[CO3]	The student will be able to identify and apply time, place and value of supply.	
[CO4]	The student will have understanding of Input tax credit.	
[CO5]	The student will be able to apply registration concepts and develop self-starting business capability.	

GRAPHICAL REPRESENTATION



 ARKA JAIN University Jharkhand	 NAAC GRADE A ACCREDITED UNIVERSITY	END SEM EXAMINATION School of Commerce & Management	
		Program Bachelor of Commerce (Hons.)	Semester V1
Subject Name Indirect Taxation	Year April 2024	• Start writing from 2nd page onwards; don't write on the 1st Page Backside • Answer all Questions of Section A (Compulsory) • Answer Any Four out of Six of Section B • Answer Any Two out of Four of Section C • Possession of Mobile Phones or any kind of Written Material, Arguments with the Invigilator or Discussing with Co-Student will come under <u>Unfair Means</u> and will <u>Result</u> in the <u>Cancellation of the Papers</u> .	
Time: 3 Hour Max. Marks : 70	Knowledge Level (KL) K1 : Remembering K2 : Understanding K3 : Applying K4 : Analysing K5 : Evaluating K6 : Creating		

Section A (Each question Carry 01 Marks from Q1-i to Q1-xii) – 12 Marks

Q. N1	QUESTIONS	Marks	COs	KL	PO
i	Goods sold by A of Jamshedpur to B of Calcutta – good move from London to Dubai (the respective godowns of A and B – it is a supply – true or false? Penalty paid for delay in payment attracts supply-true or false?	01	CO3	K2	PO2
ii	Tax paid on purchase of inputs is Rs 10 and tax recovered o supply of goods is Rs 6 – what kind of tax structure is this called?	01	CO3	K3	PO1
iv	Voting on any matter in the GST council is passed by a weighed average vote of 70%- true or false?	01	CO4	K2	PO1
v	Permanent transfer or disposal of the business assets without consideration where ITC has been not been availed is supply and chargeable – true or false.	01	CO1	K3	PO3
vi	Mr Mukesh Ambani get consultancy from Mr John of USA for his Antilla residence and pays 1000 usd – s it taxable under GST?	01	CO2	K4	PO6
vii	Mrs Sunita gets advice from her sister in UK for making a chocolate cake and pays her Rs 200- is it supply?	01	CO3	K4	PO2

viii	A good is supplied within 12 nautical miles and another within 20 nautical miles from the coast of India - are these taxable - if yes- which ax is levied on the above two events?	01	CO1	K5	PO6
ix	The place of supply in case of beverages uploaded on aircrafts is the place where same is consumed by the passenger.	01	CO3	K3	PO2
x	Discounts are always allowed as deduction in the invoice - true or false?	01	CO3	K3	PO2
xi	Depreciation calculated on total value inclusive of tax is allowed as ITC under GST .True or false	01	CO5	K4	PO2
xii	CGST can be adjusted for ITC against SGST /UTGST - true or false	01	CO1	K2	PO1

Section B (Answer any FOUR out of SIX) - 28 Marks
(Each question Carry 07 Marks)

Q. No.	QUESTIONS	Marks	COs	KL	PO
2	Explain the VAT concept via an example - 1) with VAT 2) without VAT to illustrate the concept of VAT in GST.	07	CO1	K3	PO2
3	Explain the point of taxation for GST in supply comparison to the earlier Indirect tax regime.	07	CO2	K6	PO4
4	What are the provisions regarding discount in value of supply.	07	CO3	K1	PO1
5	Explain the taxation provisions in regard to job work.	07	CO4	K3	PO7
6	Explain the certificate of registration with a diagram.	07	CO5	K4	PO1
7	Explain briefly a tax invoice.	07	CO5	K1	PO2

Section C (Answer any TWO out of FOUR) - 30 Marks-
(Each question Carry 15 Marks)

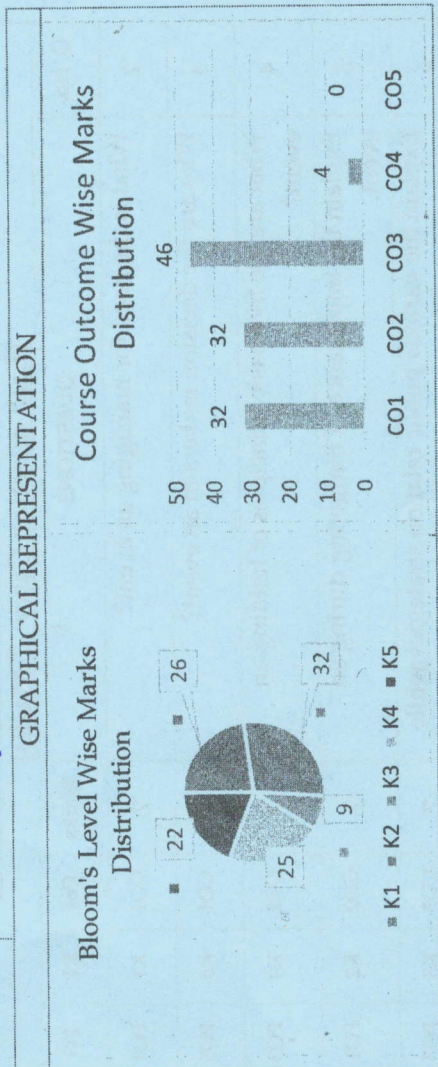
Q. No.	QUESTIONS	Marks	COs	KL	PO
8	India machines pvt ltd Delhi supplies plastic granulation machine to Sobhraj Pastics Ltd Delhi .it furnishes the followingb details I rspect to such supply.	15	CO3	K4	PO2

9	List price of machines (exclusive of taxes and discounts) Rs 1, 00,000. Corrugated boxes used for packing the machines (not included in the above price) Rs 1,000. Subsidy received from the Delhi Govt on sale of such machine (considered in price above) Rs 5,000. Discount @2% s offered on List price of the achine (recorded in the invoice for the machine) Determine the vale of taxable supply made by India machine pvt ltd.	15	CO3	K3	PO7
10	Explain the procedure of registration under GST. Explain schedule I as per the scope of supply.	15	CO2	K3	PO4
11	Explain the process of cancellation of registration.	15	CO5	K3	PO4

Program	Bachelor of Commerce (Hons.)	
Subject Name	Event Management	Semester VI Year April 2024
Time: 3 Hour Max. Marks: 70	<ul style="list-style-type: none"> Start writing from 2nd page onwards; don't write on the 1st Page Backside Answer all Questions of Section A (Compulsory) Answer Any Four out of Six of Section B Answer Any Two out of Four of Section C Possession of Mobile Phones or any kind of Written Material, Arguments with the Invigilator or Discussing with Co-Student will come under <u>Unfair Means</u> and will <u>Result</u> in the <u>Cancellation</u> of the Papers. 	
Knowledge Level (KL)	K1: Remembering K2: Understanding	K3: Applying K4: Analysing K5: Evaluating K6: Creating

Q. N1	QUESTIONS	Marks	COs	KL	PO
i	The following is an important component of analysing an event: a) Budget b) Cash Planning c) Both a & b d) None of the above	1	CO1	K2	PO3
ii	A music concert is a form of _____ event: a) Corporate b) Political c) Entertainment d) Social	1	CO1	K1	PO1
iii	The following is not a quality of a good event manager: a) Rigidity b) Time Management c) Creativity d) Innovation	1	CO1	K4	PO3
iv	The Principle of Focus is concerned with the same: a) Logistics b) Target Audience c) Review d) None of the above	1	CO2	K3	PO1

CO- Course Outcomes,	KL- Knowledge Level,	PO - Program Outcome
[CO1]	Prepare an event idea by analyzing its feasibility	
[CO2]	Prepare an event proposal	
[CO3]	Conduct an event	
[CO4]	Discuss ways of strategic marketing and media planning for events	



a) Career			
b) Corporate			
c) Lifecycle			
d) None of the above			

Section B (Answer any FOUR out of SIX) - 28 Marks
(Each question Carry 7 Marks)

Q. No.	QUESTIONS	Marks	COs	KL	PO
2	What is the need for managing an event?	7	CO1	K1	PO1
3	Who are the decision makers in an event?	7	CO1	K5	PO3
4	What are the five basic principles of holding an event?	7	CO2	K4	PO3
5	Explain the importance of budgeting during an event.	7	CO2	K2	PO1
6	Explain the various public relation strategies while conducting an event.	7	CO3	K3	PO3
7	What are the different types of corporate events? Give examples.	7	CO3	K2	PO1

Section C (Answer any TWO out of FOUR) - 30 Marks
(Each question Carry 15 Marks)

Q. No.	QUESTIONS	Marks	COs	KL	PO
8	Explain the importance of developing and maintaining a good record keeping system for events.	15	CO1	K2	PO1
9	Mention in detail the job responsibilities of a corporate event organizer.	15	CO3	K1	PO3
10	What is the significance of preparing a planning schedule for an event?	15	CO3	K4	PO1
11	Describe the role of technology in modern event management	15	CO2	K5	PO3

v	The following taxes are applicable to an event: a) Entertainment Tax b) Value Added Tax c) Only a d) Both a & b	1	CO2	K3	PO3
vi	The following is not a part of an event checklist: a) Payment of GST b) Security c) Budget d) Transport	1	CO2	K2	PO1
vii	Is Event Assistant categorized as an event manager? a) Yes b) No c) Maybe d) None of the above	1	CO3	K4	PO3
viii	This is an effective public relations tool: a) Public Speaking b) Brochures c) Newsletters d) None of the above	1	CO3	K2	PO1
ix	The following is not a component of media management: a) Media Planning b) Direct Mail c) Media Buying d) None of the above	1	CO4	K4	PO3
x	Is catering cost a component of event budget? a) Yes b) No c) Maybe d) None of the above	1	CO4	K4	PO3
xi	Blueprint is a _____ display of the complete process of an event: a) Audio b) Visual c) Face to face d) None of the above	1	CO4	K1	PO1
xii	Graduation Day is a type of _____ event:	1	CO4	K1	PO1

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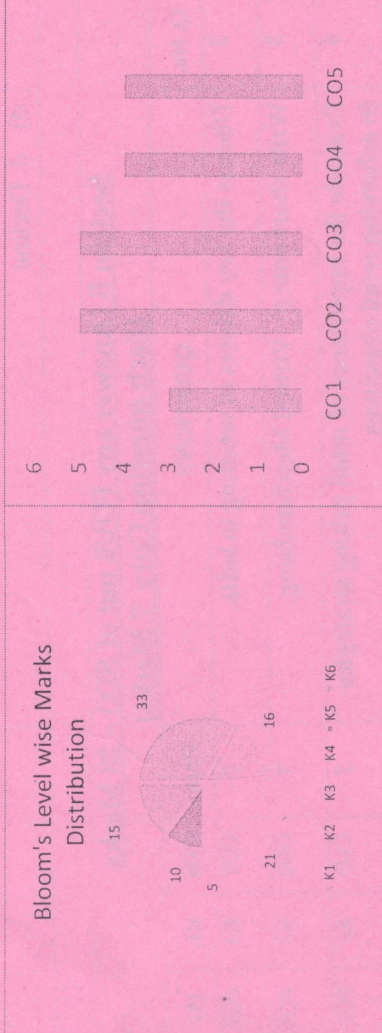
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END SEM EXAMINATION
School of Commerce & Management

Program	Bachelor of Commerce (Hons.) [Marketing Specialization]	
Subject Name	Retail Management	
	Semester	VI
	Year	April 2024
Time: 3 Hour Max. Marks : 70	<ul style="list-style-type: none"> Start writing from 2nd page onwards; don't Write on the 1st Page Backside Answer all Questions of Section A (Compulsory) Answer Any Four out of Six of Section B Answer Any Two out of Four of Section C Possession of <u>Mobile Phones</u> or any kind of <u>Written Material, Arguments with the Invigilator or Discussing with Co-Student</u> will come under <u>Unfair Means</u> and will <u>Result</u> in the <u>Cancellation of the Papers.</u> 	
Knowledge Level (KL)	K1 : Remembering K2 : Understanding	K3 : Applying K4 : Analysing K5 : Evaluating K6 : Creating

CO- Course Outcomes,	KL- Knowledge Level,	PO – Program Outcome
[CO1]	Providing insights on Retail Operations.	
[CO2]	Enable the students to become good Retail Planners and Decision Makers.	
[CO3]	Help Focus on Change and Adaptation to Change.	
[CO4]	Understand the functions of retail business and various retail formats and retail channels.	
[CO5]	Understand the difference between Retail and Manufacturing Supply Chain.	



Section A (Each question Carry 01 Marks from Q1-i to Q1-xii) – 12 Marks

Q. N1	QUESTIONS	Marks	COs	KL	PO
i	What is the primary function of a retailer? a) Manufacturing b) Distribution c) Consumption d) Production	1	CO1	K1	PO2
ii	What sector has the largest share in the retail market in India? a) Food and Food Services b) Clothing, Textiles, and Fashion Accessories c) Books and Music d) Communication Accessories	1	CO1	K2	PO1
iii	What is the primary concern regarding FDI in retail? a) Decreased competition b) Limited consumer choices c) Threat to small retailers d) Increased unemployment	1	CO2	K2	PO2
iv	What aspect of retailing involves determining the optimal location for a retail store? a) Retail marketing strategy b) Retail franchising	1	CO2	K3	PO3

v	c) Retail store location d) Retail store design What is the goal of CRM in retailing? a) Increase production b) Maximize shareholder wealth c) Enhance customer satisfaction d) Reduce operational costs	1	CO3	K3	PO1
vi	What is the purpose of the retail information system? a) Managing customer relationships b) Analysing financial performance c) Optimizing supply chain operations d) Monitoring competitor activities	1	CO3	K1	PO2
vii	What is the primary function of retail merchandising? a) Promoting products b) Managing finances c) Attracting suppliers d) Satisfying customer needs	1	CO4	K3	PO2
viii	What is the primary goal of retail store design? a) Minimizing customer traffic b) Maximizing employee satisfaction c) Enhancing the shopping experience d) Decreasing operational efficiency	1	CO4	K1	PO3
ix	What is the purpose of visual merchandising in retail? a) Attracting customers b) Employee training c) Inventory management d) Financial analysis	1	CO5	K3	PO1
x	Which of the following is a component of retail merchandising? a) Supply chain management b) Financial management c) Merchandise assortment planning d) Human resource management	1	CO2	K1	PO2
xi	What aspect of retailing involves managing inventory levels and procurement processes?	1	CO3	K1	PO2

xii	a) Retail marketing strategy b) Retail store operations c) Financial aspects of retail management d) Retail information system Which phase of the retail life cycle involves rapid expansion and market dominance? a) Innovation b) Accelerative growth c) Maturity d) Decline	1	CO4	K1	PO2
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Section B (Answer any FOUR out of SIX) – 28 Marks
(Each question Carry 7 Marks)

Q. No.	QUESTIONS	Marks	COs	KL	PO
2	Discuss the key drivers of retailing in India.	7	CO1	K4	PO2
3	Write short note on Virtual Merchandising.	7	CO2	K3	PO3
4	Evaluate the importance of retail pricing strategies in achieving retail objectives.	7	CO3	K6	PO1
5	Evaluate the impact of franchising on the retail industry and its contribution to economic development.	7	CO4	K1	PO3
6	Discuss the skills and competencies required for success in various retailing roles.	7	CO5	K1	PO1
7	Discuss the challenges and opportunities presented by FDI in retail, considering factors such as competition, consumer choice and employment.	7	CO5	K1	PO3

Section C (Answer any TWO out of FOUR) – 30Marks
(Each question Carry 15 Marks)

Q. No.	QUESTIONS	Marks	COs	KL	PO
8	Discuss in detail the Retail Communication Mix.	15	CO1	K5	PO1
9	What factors should a retailer consider while selecting the location for his store? Discuss with examples.	15	CO2	K6	PO3
10	Explore the ethical issues in retail, examining various ethical dilemmas that retailers face in their operations.	15	CO3	K2	PO2
11	Define CRM. Discuss the various components of Retail Management.	15	CO5	K3	PO2

Program	Bachelor of Commerce (Hons.) [HRM Specialization]	
Subject Name	Performance Management & Appraisal System	Semester VI Year April 2024
Time: 3 Hour Max. Marks : 70	<ul style="list-style-type: none"> Start writing from 2nd page onwards; don't Write on the 1st Page Backside Answer all Questions of Section A (Compulsory) Answer Any Four out of Six of Section B Answer Any Two out of Four of Section C Possession of <u>Mobile Phones</u> or any kind of <u>Written Material, Arguments with the Invigilator or Discussing with Co-Student</u> will come under <u>Unfair Means</u> and will <u>Result</u> in the <u>Cancellation of the Papers.</u> 	
Knowledge Level (KL)	K1 : Remembering K2 : Understanding	K3 : Applying K4 : Analysing K5 : Evaluating K6 : Creating

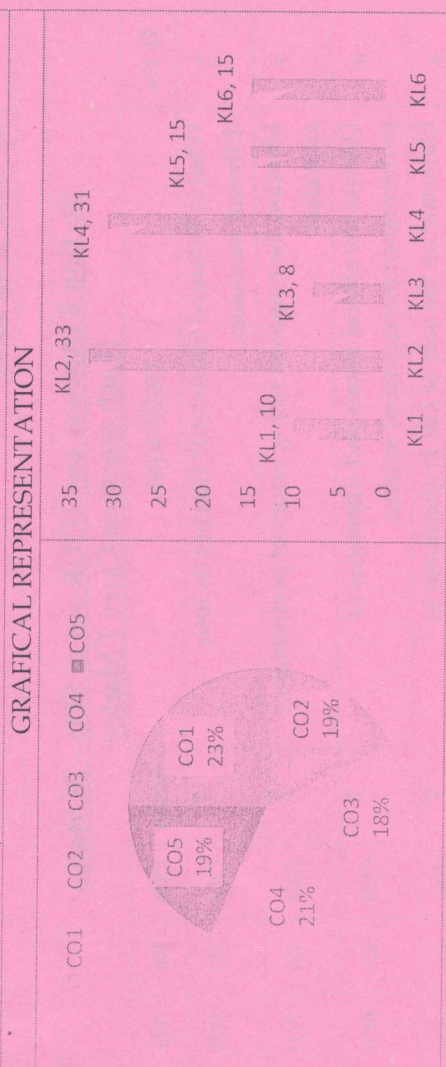
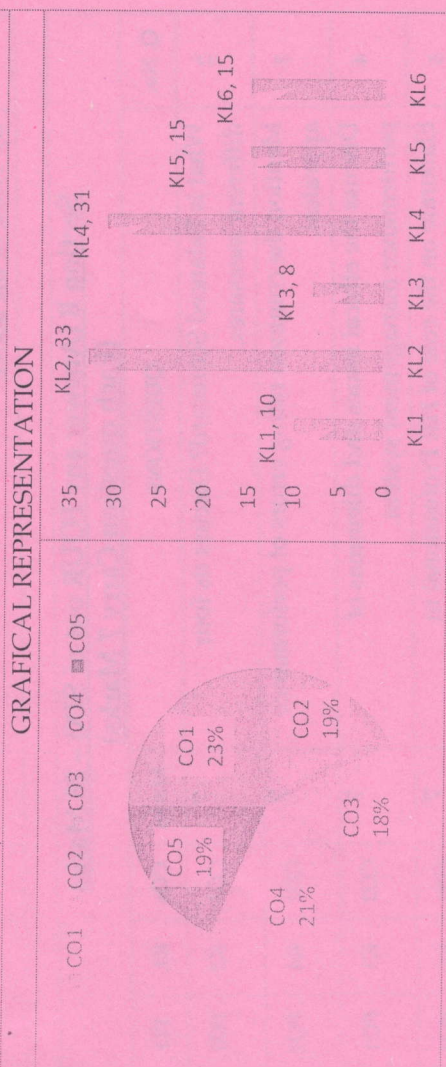
Section A (Each question Carry 01 Mark from Q1-i to Q1-xii) – 12 Marks

Q. N1	QUESTIONS	Marks	COs	KL	PO
i	Performance deals with behaviour and.....? <ul style="list-style-type: none"> a) Position b) Passion c) Result d) Feedback 	1	CO1	K2	PO1
ii	Performance management is a much broader term in comparison with <ul style="list-style-type: none"> a) Performance Appraisal b) Recruitment & Selection c) Training & Development d) All the above 	1	CO1	K2	PO1
iii	The performance management for <ul style="list-style-type: none"> deserves more attention. a) Seniors b) Subordinate c) Teams d) Individuals 	1	CO2	K1	PO3
iv are the knowledge, skills and personal attributes required for excellent performance in a job, role, or specific business. <ul style="list-style-type: none"> a) Capabilities 	1	CO2	K1	PO3

10	Elaborate on various Traditional methods of Performance Rating. Also discuss different feedback techniques.	15	CO5	K2	PO1
11	Design the competency model for all HR positions in an organization. Consider 5 competencies under each category.	15	CO3	K6	PO5

CO- Course Outcomes, KL- Knowledge Level, PO – Program Outcome

CO1	To understand the concept, principles, and process of performance management
CO2	To develop an understanding of how to assess the performance of employees
CO3	To understand the biases in Appraisal
CO4	To familiarize with the levels, tools and techniques involved
CO5	Understand all the modern methods of Appraisal



v	b) Competencies c) Accessibilities d) Discrepancies Performance of an individual employee is monitored the appraisal process a) Before b) During c) After d) None of the above	1	CO3	K4	PO2
vi is an important tool to enhance the performance of employees. a) Recruitment b) Selection c) Training d) Development	1	CO3	K4	PO3
vii	Work centred appraisal systems are directly related a) Performance b) Result c) Job d) None of the above	1	CO3	K5	PO2
viii	Performance management may be regarded as a a) Yearly process b) Continuous process c) Half yearly process d) Monthly process	1	CO1	K3	PO1
ix	In a/an appraisal, the performance of the employees is not disclosed. a) Open ended b) Closed ended c) Both d) None of the above	1	CO2	K1	PO2
x	In method of appraisal, the immediate superior to the employees, fill up a performance review form. a) Modern Method b) Traditional Method	1	CO5	K2	PO1

xi	c) Both d) None of the above includes the identification of priority area to an employee and subsequent working on the specified area. a) Key Performance Areas b) Key Resultant Areas c) Key Knowledge Areas d) All the above	1	CO4	K3	PO3
xii	Performance Management is a highly individual effort. a) True b) False c) Both d) None of the above	1	CO4	K2	PO6

Section B (Answer any FOUR out of SIX) – 28 Marks
(Each question Carry 7 Marks)

Q. No.	QUESTIONS	Marks	COs	KL	PO
2	What is Balanced Scorecard? Discuss its four different measures.	7	CO3	K2	PO1
3	Mention the common rating errors of performance appraisal.	7	CO2	K4	PO2
4	Discuss the ethical issues and dilemmas of performance management system.	7	CO2	K3	PO1
5	Elaborate on the role of HR Professional in Performance Management.	7	CO3	K1	PO3
6	Differentiate between Performance Appraisal & Performance Management System.	7	CO1	K2	PO2
7	What are the components of Revert System?	7	CO5	K4	PO1

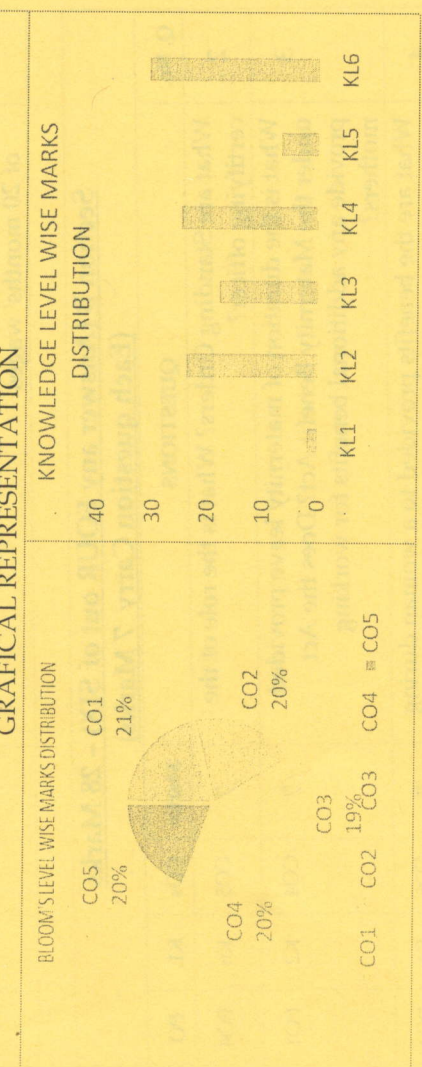
Section C (Answer any TWO out of FOUR) – 30 Marks
(Each question Carry 15 Marks)

Q. No.	QUESTIONS	Marks	COs	KL	PO
8	Analyze on the linkage of Performance Management with other Sub-systems	15	CO4	K4	PO2
9	Evaluate the Tata's Performance Management System.	15	CO2	K5	PO3

Program Bachelor of Commerce (Hons.) [HRM Specialization]	
Subject Name Industrial Relations & Labour Laws	Semester VI Year April 2024
<ul style="list-style-type: none"> Start writing from 2nd page onwards; don't write on the 1st Page Backside Answer all Questions of Section A (Compulsory) Answer Any Four out of Six of Section B Answer Any Two out of Four of Section C Possession of Mobile Phones or any kind of Written Material, Arguments with the Invigilator or Discussing with Co-Student will come under <u>Unfair Means</u> and will <u>Result</u> in the <u>Cancellation</u> of the <u>Papers</u>. 	
Time: 3 Hour Max. Marks : 70	
Knowledge Level (KL)	K1 : Remembering K2 : Understanding K3 : Applying K4 : Analysing K5 : Evaluating K6 : Creating

11	What are the benefits of a registered Trade Union?	15	CO4	K1	PO1
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CO- Course Outcomes,	KL- Knowledge Level,	PO - Program Outcome
CO1 To understand key principles of training.		
CO2 To understand the process of training and development programs in an organization		
CO3 Practically develop a training Program and also evaluate it.		
CO4 Students will be able to analyse and evaluate self-development and its impact on organizational development.		
CO 5 Be able to familiarize with the various learning and Development theories		



Q. N 1	QUESTIONS	Marks	COs	KL	PO
i	Which of the following constitutes an industrial dispute according to the Act? a) An agitation by workers b) Participation by the employer in conciliation proceedings c) No formal demands made by workers, but demands raised during conciliation d) No demand by workman and that demand is not complied with by the management	1	CO4	K2	PO4
ii	What is the purpose of a Works Committee as defined by the Act? a) To organize social events for workers b) To handle disciplinary matters of workers c) To promote better relations between workers and management d) To manage the company's finances	1	CO1	K4	PO2
iii	What is the role of a Conciliation Officer under the Act? a) To adjudicate on industrial disputes b) To investigate and collect evidence c) To bring the parties together for an amicable settlement d) To impose penalties on parties for non-compliance	1	CO1	K1	PO2

Section A (Each question Carry 01 Marks from Q1-i to Q1-xii) -12 Marks
Q. N 1
i
ii
iii

iv	In which of the following cases can the government refer a dispute to adjudication? a) If conciliation proceedings fail b) If there is a strike by workers c) If the dispute involves a public utility service d) All of the above	1	CO1	K2	PO4
v	As per the Act, which of the following is mandatory for a factory with more than 250 workers? a) First-aid box b) Canteen facility c) Appointment of a safety officer d) All of the above	1	CO2	K3	PO3
vi	What is the maximum working hour limit per week for an adult worker under the Act? a) 40 hours b) 48 hours c) 52 hours d) 60 hours	1	CO2	K6	PO3
vii	Under the Act, what is the minimum age limit for child employment in a factory? a) 14 years b) 15 years c) 16 years d) 18 years	1	CO2	K3	PO3
viii	What is the time period for which an application for factory registration needs to be submitted before starting operations? a) 30 days b) 60 days c) 90 days d) No prior application required	1	CO5	K4	PO4
ix	When is a safety committee mandatory to be constituted in a factory as per the Act? a) Always, regardless of the number of workers b) In factories with more than 100 workers c) In factories using hazardous substances or with more than 500 workers d) Only on government orders	1	CO3	K6	PO3
x	As per the Act, which of the following employees are not eligible for gratuity? a) An employee who has completed 5 years of continuous service b) An apprentice c) An employee dismissed for misconduct	1	CO1	K1	PO3

xi	d) An employee who dies in service Within how many days from the last day of employment is the employer obligated to pay gratuity under the Act? a) 15 days b) 30 days c) 60 days d) 90 days	1	CO4	K3	PO1
xii	Under the Act, what is the maximum amount of gratuity payable to an employee? a) There is no maximum limit. b) 3 times the employee's last drawn basic salary c) 20 months' basic salary d) Equivalent to 15 days' wages for every completed year of service, subject to a maximum of 20 months' wages	1	CO4	K4	PO1

Section B (Answer any FOUR out of SIX) – 28 Marks
(Each question Carry 7 Marks)

Q. No.	QUESTIONS	Marks	COs	KL	PO
2	What are Standing Orders? What is the role of the certifying officer?	7	CO5	K6	PO4
3	What is the duration of maternity leave provided under the Maternity Benefit Act? Does the Act provide any additional benefits for working mothers?	7	CO4	K2	PO1
4	What are the benefits provided to a woman during her maternity leave?	7	CO5	K6	PO4
5	What is the process to form a Trade Union? How is it registered?	7	CO3	K4	PO2
6	Differentiate between Layoff and Retrenchment	7	CO2	K5	PO2

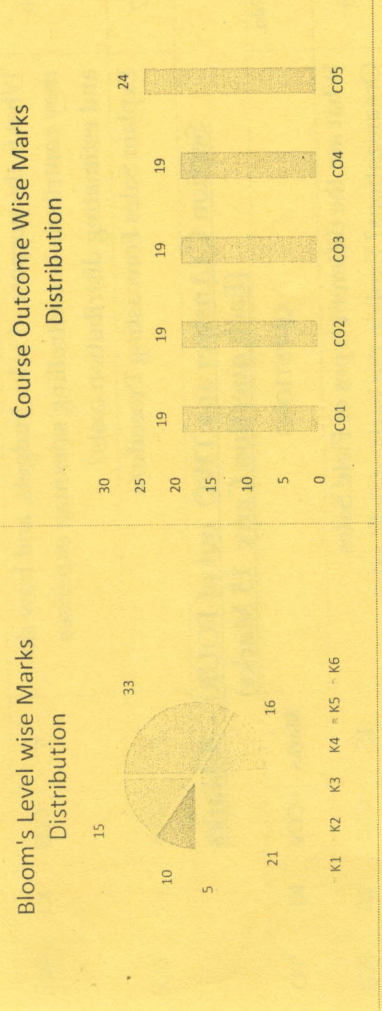
Section C (Answer any TWO out of FOUR) – 30 Marks
(Each question Carry 15 Marks)

Q. No.	QUESTIONS	Marks	COs	KL	PO
8	Explain the different mechanisms for settlement of industrial disputes under the Act.	15	CO1	K2	PO3
9	Explain the role of trade unions under the Industrial Disputes Act	15	CO2	K4	PO2
10	What is a Trade Union? Differentiate between Arbitration, Adjudication and Conciliation	15	CO5	K3	PO4

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Course Outcomes,	KL- Knowledge Level,	PO – Program Outcome
[CO1]	To acquaint the students with the concepts which are helpful in developing and managing sales force and marketing channels	
[CO2]	To familiarize students with the concepts, techniques in distribution channel management.	
[CO3]	Recognize and demonstrate the significant responsibilities of sales person as a KEY individual.	
[CO4]	Describe and Formulate strategies to effectively manage company's sales operations.	
[CO5]	Evaluate the role of Sales manager and his/ her responsibilities in recruiting, motivating, managing and leading sales team.	

GRAFICAL REPRESENTATION



<p>END SEM EXAMINATION School of Commerce & Management</p>	
Program	Bachelor of Commerce (Hons.) [Marketing Specialization]
Subject Name	Sales & Distribution Management
Time: 3 Hour	Max. Marks : 70
Knowledge Level (KL)	K1 : Remembering K2 : Understanding K3 : Applying K4 : Analysing K5 : Evaluating K6 : Creating
Semester	VI
Year	April 2024
Start writing from 2nd page onwards; don't Write on the 1st Page Backside	
Answer all Questions of Section A (Compulsory)	
Answer Any Four out of Six of Section B	
Answer Any Two out of Four of Section C	
Possession of Mobile Phones or any kind of Written Material, Arguments with the Invigilator or Discussing with Co-Student will come under Unfair Means and will Result in the Cancellation of the Papers.	

Q. N1	QUESTIONS	Marks	COs	KL	PO
i	What are the characteristics of a successful salesman? a) Product knowledge, Communication skills, and Persuasiveness b) Introverted personality, Technical expertise, and Aggressiveness c) Inflexibility, Inconsistency, and Lack of empathy d) None of the above	1	CO1	K1	PO2
ii	What is salesmanship? a) The art of selling products b) The science of selling products c) The process of selling products d) All of the above	1	CO1	K2	PO1
iii	What is the role of distribution in the marketing mix? a) To promote products b) To place products in the market c) To price products effectively d) All of the above	1	CO2	K1	PO2
iv	What is the significance of morale and motivation in a dealer network? a) Higher morale leads to increased sales b) Motivated dealers perform better c) Both a and b d) None of the above	1	CO2	K2	PO3

v	What is sales audit and analysis? a) Evaluating the effectiveness of sales efforts b) Identifying areas for improvement c) Controlling sales costs d) All of the above	1	CO3	K3	PO1
vi	What is the purpose of sales budgeting? a) To control salesman expenses b) To estimate the cost of distribution c) To allocate field sales resources d) All of the above	1	CO3	K1	PO2
vii	What are the functions of middlemen/dealers in marketing and distribution? a) Product promotion b) Warehousing c) Transportation d) All of the above.	1	CO4	K3	PO2
viii	What are the types of sales quotas? a) Production-based quotas b) Financial quotas c) Activity-based quotas d) All of the above	1	CO4	K1	PO3
ix	Which method is used for recruiting sales personnel? a) Advertisement b) Employee referrals c) Recruitment agencies d) All of the above	1	CO5	K2	PO2
x	What is the purpose of evaluating sales quotas? a) To measure individual performance b) To assess market demand c) To allocate resources effectively d) All of the above	1	CO5	K3	PO1
xi	Which term refers to the control of sales efforts and costs? a) Sales audit b) Sales forecasting c) Sales budgeting d) Sales quotas	1	CO4	K3	PO1
xii	Which one is not a step of personal selling? a) Pre-approach b) Objection handling c) Demonstration d) Advertisement	1	CO4	K4	PO2

Section B (Answer any FOUR out of SIX) – 28 Marks (Each question Carry 7 Marks)					
Q. No.	QUESTIONS	Marks	COs	KL	PO
2	What are the career prospects in sales?	7	CO1	K4	PO2
3	What are the characteristics of a successful salesman?	7	CO2	K3	PO3
4	What do you mean by Sales Audit? What are its types?	7	CO3	K6	PO1
5	Discuss the role and functions of intermediaries in distribution.	7	CO4	K1	PO3
6	What is the purpose of sales budgets, and how do they contribute to controlling salesman expenses and estimating distribution costs?	7	CO5	K1	PO1
7	Explain Sales Forecasting Procedure.	7	CO5	K1	PO3
Section C (Answer any TWO out of FOUR) – 30 Marks (Each question Carry 15 Marks)					
Q. No.	QUESTIONS	Marks	COs	KL	PO
8	What are the different types of Field Sales Organizations? Explain the basis of field sales organization formation.	15	CO1	K5	PO1
9	Explain the process of designing sales territories and determining manpower requirements in the context of sales budgeting.	15	CO2	K6	PO3
10	What are the steps involved in personal selling?	15	CO3	K2	PO2
11	What are the different decisions involved in appointment to termination of dealer network?	15	CO4	K3	PO2

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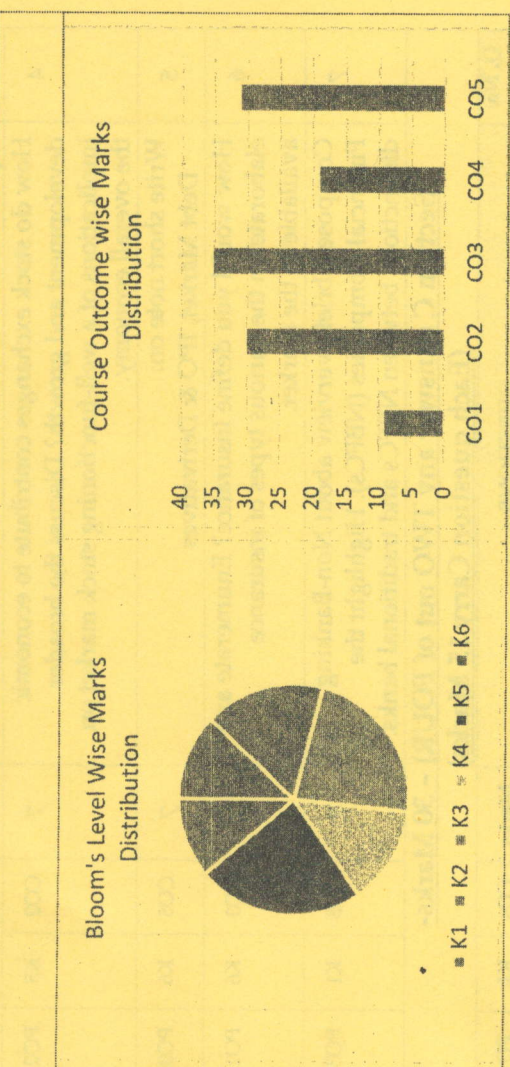
Program	Bachelor of Commerce (Hons.) [Finance Specialization]	
Subject Name	Financial Markets & Institutions	Semester VI
		Year April 2024
Time: 3 Hour Max. Marks : 70	<ul style="list-style-type: none"> Start writing from 2nd page onwards; don't write on the 1st Page Backside Answer all Questions of Section A (Compulsory) Answer Any Four out of Six of Section B Answer Any Two out of Four of Section C Possession of <u>Mobile Phones</u> or any kind of <u>Written Material, Arguments with the Invigilator or Discussing with Co-Student</u> will come under <u>Unfair Means</u> and will <u>Result in the Cancellation of the Papers.</u> 	
Knowledge Level (KL)	K1 : Remembering K2 : Understanding	K3 : Applying K4 : Analysing K5 : Evaluating K6 : Creating

Q. N	QUESTIONS	Marks	COs	KL	PO
1					
i	Who is the "Lender of the Last resort" in India? a) SBI c) SEBI	1	CO1	K1	PO2
ii	Which of the following is a characteristic of a bull market? a) Declining stock prices b) Pessimism among investors c) Increasing stock prices d) Low trading volumes	1	CO2	K4	PO1
iii	NBFCs in India are companies that are registered under which of the following Act? a) SEBI Act 2002 b) RBI Act 1934 c) Companies Act 2013 d) GOI Act 1935	1	CO3	K1	PO2
iv	Which regulatory body oversees the mutual fund industry in India? a) Association of mutual funds of India b) NABARD c) RBI d) SEBI	1	CO3	K2	PO3
v	Treasury Bills are short term debt instrument which are presently issued in	1	CO2	K3	PO1

9	Explain Mutual fund and delve into the diverse categories of mutual fund schemes?	15	CO5	K4	PO3
10	Discuss on the structure of the Indian Banking System. Also shed light on the functions of Bank.	15	CO4	K2	PO4
11	What is the concept of the Money Market? Provide further explanation regarding the types of financial instruments that are typically traded within the Money Market.	15	CO2	K3	PO2

CO- Course Outcomes, KL- Knowledge Level, PO - Program Outcome

Course Outcomes	[CO1] Develop insights on the Indian Financial system, its structure, intermediaries and the recent reforms.
	[CO2] Gain a fair idea on the operational aspects of the Indian Financial Markets.
	[CO3] Understand the role and functions of the stock markets, different indices and types of securities traded in the stock exchange.
	[CO4] Familiarize themselves with the structure, functions and role of the Indian Money Market, participants and its different financial instruments.
	[CO5] Imbibe interest on unique financial instruments like derivatives, mutual fund-its types, scheme, regulatory requirements and the basics of insurance.



Q. No.	QUESTIONS	Marks	COs	KL	PO
2	In 2019, a company named XYZ Ltd. made headlines for all the wrong reasons in the Indian stock market. Investors who had placed their trust in the company saw their investments plummet as irregularities within XYZ Ltd. came to light. The company had been manipulating its financial statements, misleading investors, and engaging in insider trading practices. This led to significant losses for shareholders and eroded confidence in the integrity of the market. Upon investigation, it was revealed that XYZ Ltd. had been operating unchecked due to lax regulatory oversight. Investors were left vulnerable to fraudulent practices, and the reputation of the Indian stock market was tarnished. Review the above scenario and discuss all the roles and functions of SEBI.	7	CO5	K5	PO2
3	What do you mean by financial market? Could you differentiate between the money market and the capital market?	7	CO1	K3	PO3
4	How do stock exchanges contribute to economic development and growth? Discuss the broader implications of a well-functioning stock market on the overall economy.	7	CO2	K5	PO2
5	Write short note on: Debt Market, IPO & Derivatives	7	CO5	K6	PO3
6	How would you define Insurance? Enumerate and elaborate on the various types of insurance available in the market.	7	CO3	K6	PO1
7	Compose a brief overview about Non-Banking Financial Companies (NBFCs). Highlight the distinctions between NBFCs and traditional banks.	7	CO3	K1	PO3
Section C (Answer any TWO out of FOUR) – 30 Marks- (Each question Carry 15 Marks)					
Q. No.	QUESTIONS	Marks	COs	KL	PO
8	Provide an in-depth explanation of the financial system, including its various components and subdivisions.	15	CO3	K5	PO1

Q. No.	QUESTIONS	Marks	COs	KL	PO
1	a) 91 days b) 182 days c) 364 days d) All of the above	1	CO4	K1	PO2
1	It serves as an intermediary between the investor and the depository who is authorised to maintain the accounts of dematerialised shares. a) Depository b) Stock Exchange c) Depository participant d) None of the above	1	CO4	K3	PO2
1	What is the key feature of a call option? a) Obligation to buy an asset at a specified price b) Right to buy an asset at a specified price c) Obligation to sell an asset at a specified price d) Right to sell an asset at a specified price	1	CO3	K1	PO3
1	Which of these markets allows trading of securities with less than one year of maturity a) Global market b) Money market c) Capital market d) Transaction market	1	CO2	K2	PO2
1	Which of the following statements is not true with regard to primary market? a) It facilitates the transfer of investible funds from savers to entrepreneurs. b) It deals with new securities being issued for the first time c) Is also known as the New issues market d) None of the above	1	CO4	K3	PO1
1	The markets where the transactions are done through computers, and telephones, without any specific location, are known as a) Over the counter b) Capital counter market c) Past counter market d) Future counter market	1	CO2	K3	PO1
1	What is the purpose of marine insurance? a) Providing coverage for medical expenses b) Covering damage to property due to fire c) Protecting against loss or damage of cargo during transit d) Providing liability coverage	1	CO5	K2	PO2
1	Sensex and Nifty are associated with which market? a) Money market b) Capital market c) Foreign exchange market d) Commodity market	1	CO5	K2	PO2

Section B (Answer any FOUR out of SIX) – 28 Marks
(Each question Carry 07 Marks)