



ARKA JAIN University, Jharkhand

4th Semester Final Examination – 2018-19

Subject : Strategic Human Resource Management

Course: MBA
Full Marks: 70
Pass Marks: 28

Time : 3 Hours

- Candidates are required to give their answers in their own words as far as practicable.
- Question Paper is divided into Three Parts –A, B & C
- Part-A contains SIX questions out of which FOUR questions are to be answered.
- Part- B contains FIVE questions out of which THREE questions are to be answered.
- Part C is compulsory.

PART-A

Q.1) Answer *any four* questions in brief: -

[5 x 4 = 20]

- a) Discuss the role of HR in Knowledge management.
- b) What is impression Management? Discuss various tactics of impression management.
- c) Write a short note on significance of exit interviews.
- d) How is Strategic HRM different from Traditional HRM.
- e) What are the challenges of dual career couples?
- f) Discuss the role of HR audit in any organization.

PART-B

Q.2) Answer *any three* questions in detail

[10 x 3 = 30]

- a) Discuss different types of personalities and their work related problems with suitable examples.
- b) How is HRM in India different from that of USA. Discuss with suitable examples.
- c) What is HR Accounting? Discuss its benefits and limitations to the organization.
- d) Where do HR functions intersect with business functions? Discuss how HR strategy can be aligns with business strategy.
- e) How is mentoring different from coaching? Discuss the role of mentoring in strengthening leadership.

PART C

Q.3) Case study:

[20 Marks]

HR Failure – A Case Study

An organization has a problem categorized under the HR department. The situation is mapped to the leading and the lagging factors in different areas. The key problem area remains the guideline. Suggestions are made to resolve the situation.

Situation: A Business units, sized small to medium, earns a new project hence increase its headcount. This entails hiring a new HR Manager support to the HR department. The existing team requires leadership capabilities to manage the challenges to be faced during the expansion. Hence an HR Manager is hired from a bigger organization, to deliver in the role and manage the team. This role further includes all the tasks which run parallel to what are practised in the industry. The key performance indicators included managing ramp-up within the time frame, minimising attrition, managing organizational development initiatives, contributing to the existing processes and leading the HR team to better efficiencies. The hiring were done matching fitment to the role. The talent with similar prior experience from a bigger firm was resourced to join in the role. The delivery began with priorities on hiring,

followed by initiating new organizational development program. The hiring programs began and the initiatives functioned well showing results. Suddenly, the situation hit the rock within a month.

Problem: The problem that arose could be classified under three different areas:

- **Attrition:** The market changed rapidly with other industries offering higher salaries, for the same business roles which the company employs. This triggered the attrition with the leading factor coupled with the lagging factors within the organization. The organization received higher volume of work with lesser people on board. This increased the stress leading to greater loss in headcount.
- **Compensation:** The business unit had an audit which required it to redesign the salary structure cutting benefits and packages for the new hires. The firm did this to maintain the profitability ratio.
- **HR Processes:** The HR processes came at a greater halt when the key members in the HR team met with an accident and had to go for an undefined medical sabbatical.

Judgement given to the situation: This was termed as an HR Failure. The HR manager was held responsible for the fiasco and declared a bad hire in the following month. Suggest your solutions in all three problem areas mentioned above, i.e.

- a. Attrition
- b. Compensation
- c. HR processes



ARKA JAIN University, Jharkhand

4th Semester Final Examination – 2018-19

Subject: Industrial Relation and Labour Law

Time: 3 Hours

Course: MBA
Full Marks: 70
Pass Marks: 28

- Candidates are required to give their answers in their own words as far as practicable.
- Question Paper is divided into **Three Parts –A, B & C**
- **Part-A** contains six questions out of which **FOUR** Questions one to be answered.
- **Part- B** contains **FIVE** questions out of which **THREE** questions are to be answered.
- **Part- C** is compulsory.

PART A

Q.1) Answer any four questions:

(4 X 5 = 20)

- i). What is Industrial relations?
- ii). Explain the objectives of International labour organization.
- iii). Explain the concept of labour legislation.
- iv). Explain the effect of strike.
- v). Explain the characteristics of productivity bargaining.
- vi). Explain the impact of technology on labour relations.

PART B

Answer any three questions:

(3 X 10 = 30)

- Q.2) Explain the various causes of industrial disputes in India.
- Q.3) Describe the statutory machineries for the settlement of industrial disputes in India. Which of these will you prefer for the country and why?
- Q.4). Give and assessment of working of Factory act 1948 and suggest measures for improving itseffectiveness.
- Q.5). Examines the short comings of Trade Union Act, 1926 and suggest measures to make it more effective from the point view of maintenance of industrial peace.
- Q.6). Define Collective bargaining and bring out its importance for workers, management and And economy.

OR

Explain the role of government of India regarding labour policy after Information of NITI Ayog.

PART C

All Question are compulsory:

(20 X 1=20)

- Q.7). You are appointed as labour Inspector in a Steel Factory. Design the safety measure for the Company. You have to justify the measures.

2-c-x

OR

Explain the disciplinary procedure generally followed in Indian Industries.

(20 X 1 = 20)

OR

- i) Describe the main features of Employee's Provident Funds Scheme.
- ii) Suggest a formal Grievance procedure for medium sized organization.

(10 X 1 = 10)

(10 X 1 = 10)



ARKA JAIN University, Jharkhand

4th Semester Final Examination -2018 - 19

Subject: Business Taxation

Time: 3 Hours

Course: MBA
Full Marks: 70
Pass Marks: 28

- Candidates are required to give their answers in their own words as far as practicable.
- Question Paper is divided into **Three Parts –A,B& C**
- **Part-A** is consist of short question. Total six questions are there. You have to attempt only **FOUR** question.
- **Part- B** consist of 5 question out of which 3 need to be attempted.

PART A

Q.1) Answer any four:

Short questions:

(4X5 =20)

- Differentiate between Gross total Income and total Income.
- Write note on house rent allowance.
- On the basis of the following information determine annual value of the house :-
 - Half of the house is self-occupied
 - Half of the house is let out of Rs. 7500 p.m
 - Municipal value of the house is Rs. 150,000 on which tax is paid @ 20 %
- Mr. Krishna purchased a piece of land on 04-01-1978 for R. 50,000. This land was sold by him on 02-09-2016 for R 15,00,000. The market value of land as on 01-04-1981 was R 100,000. Expenses on sale were 2% of transfer price. Compute the Capital gain (Taxable) for the assessment year 2018-19. Assume cost inflation Index for 2017-18 to be 1125.
- A trader furnished the following particular for the assessment year 2018-19 :-

Loss from business	R. 2,00,000
Loss from specified business	R. 70,000
Depreciation allowed for current year	R. 40,000
Income from house property(computed)	R. 4,00,000

Item carried forward from the earlier year:

Business loss Assessment year 2016-17	R. 2,40,000
Depreciation allowed (unabsorbed) Assessment Year 2017-18	R. 100,000

Compute the trader's gross total Income for the Assessment Year 2018-19.
- What are the six different rates which have been notified under GST Act?

PART B

Q.2) Answer Any three:

(10 x 3 = 30)

Long Question:

- What is income Tax? Describe the history of Income tax in India.

1-c-x

- ii) A company appoints X in Delhi at package of R. 7,00,000 p.a. the company bifurcates 7,00,000 as under for the payment of salary:

	R.
i. Basic salary	3,00,000
ii. Transport allowance	19,200
iii. Reimbursement of medical bill	15,000
iv. Special allowance	144,000
v. House rent allowance	144,000
vi. Employee's Subscription in RPF	36,000
vii. Employee's contribution in RPF	36,000
viii. Deposit in approved gratuity fund	5,800
	700,000

Employee's paid house rent R. 15,000 pm and professional tax R. 200 pm. Compute taxable Income salary.

- Q.3) From the detail of Income of Sri Om Prakash given below, you are required to compute his gross Total income for the assessment year 2018-19 after selling off the house :-

	R.
i) Taxable income from salary	66,000
ii) Income from house property "A" (let out)	20,000
iii) Income from house property "B" (self-occupied)	12,000
iv) Profit from electrical goods business	60,000
v) Loss from business	12,000
vi) Loss from speculation business	10,000
vii) Long term capital loss	24,000
viii) Short term capital gain	15,000
ix) Interest on securities (Gross)	16,000
x)	

Q.4) What is GST? Discuss the salient features and need of GST?

Q.5) Explain the provision of levy and collection and GST Act?

PART C

Answer any one :

(20X1= 20)

Q.6)

- a). Mr. Amit of Agra sold mobile phones worth R. 1,00,000 to Mr. Vikas of Kanpur. GST rate on mobile phones is R. 12%. What taxes Mr. Amit will charge in the invoice issued to Mr. Vikas.
- b). Mr. A (manufacturer) of Noida sold furniture to Mr. B (Dealer) of Meerut worth R. 1,00,000. Mr. B added his profit margin of 20% and sold the same furniture to Mr. C (Retailer) in Lucknow. Assuming GST Rate @ 18% on furniture, what all taxes will be charged and what set-off are available.

an individual, submits the following information relevant for the assessment year 2018-19:

Income from different heads	Profit (Rs.)	Loss (Rs.)
Salary Income	1,42,000	-
Income from house property:		
House A	1,15,000	-
House B	-	1,17,000
House C	-	3,21,000
Profits and gains of business or profession:		
Business A (Non Speculative)	1,08,000	-
Business B (Non Speculative)	-	1,18,000
Capital Gains:		
Short-term capital gains	1,06,000	-
Short-term capital loss	-	1,28,000
Long-term capital gains on sale of building	12,500	-
Income from other sources	1,04,000	-

Determine the net income of X for the assessment year 2018-19. Do you think that the business income shown above, if it becomes speculative, will make any change in net income? Give Reasons.



ARKA JAIN University, Jharkhand

4th Semester Final Examination 2018-19

Subject: Financial Markets, Instruments and Financial Strategy

Course: M.B.A.

Time: 3 Hours

Full Marks: 70

Pass Marks: 28

- Candidates are required to give their answers in their own words as far as practicable.
- Question Paper is divided into **Three Parts – A, B & C**
- **Parts – A & C** are compulsory.
- **Part – B** contains **FIVE** questions out of which **THREE** questions are to be answered.

PART A

Short Question Answers

[5 x 4 = 20]

1. What are the characteristics of money market instruments?
2. What are the functions of the commercial banks?
3. Define the features of equity shares.
4. What do you mean by merchant bankers?
5. What exactly is Insurance?
6. Discuss Leveraged Buyout.

PART B

Long Question Answers

[10 x 3 = 30]

7. What do you understand by government securities? Explain their main features.
8. What is book-building? What are its advantages?
9. Distinguish between Primary Market and Secondary Market.
10. What are important reasons for mergers? Explain.
11. What do you mean by 'Takeover Defences'? What are different methods of it?

PART C

Case Study/Analytical Questions

[20 x 1 = 20]

12. Financial market is not a usual market where you buy commodities but a special place where one can have all the necessary information about the different securities traded in the market. The buyers, on the one hand, get to know about the securities and, on the other, they get a place where securities are sold helping reduce the wastage of time, effort and money. The financial experts save otherwise the job of the people involved in the securities transactions would have been really difficult. Securities get a buyer on the one hand and the seller on the other hand on a common platform – this helps in easy conversion of securities into cash in the economies and where there is no stock exchange the funds remain blocked. The money trapped in the houses should come out and flow in the economy and when they are invested in the shares of a company they have the capability to attain the maximum value. People would always like to sell securities on their own condition. No government intervention can predict the price of securities. The stock market is a place which runs on the forces of demand and supply thus giving a security its price depending upon its demand. One wonders how the economy of a country can grow without the existence of financial market.

Identify and explain the functions of financial market discussed in the above case.



ARKA JAIN University, Jharkhand

4th Semester Final Examination – 2018-19

Subject: Quality and Productivity Management

Course: MBA

Full Marks: 70

Pass Marks: 28

Time: 3 Hours

- Candidates are required to give their answers in their own words as far as practicable.
- Question Paper is divided into **Three Parts –A, B & C**
- **Part-A** - Attempt any four out of six questions
- **Part-B** - Attempt any Three out of five questions
- **Part C** – All questions are compulsory

PART A

Q.1) (Attempt any four questions) $5 \times 4 = 20$

- i) W. Edwards Deming offered 14 key principles for management to follow for significantly improving the effectiveness of a business or organization. Explain any two Deming's principles.
- ii) Ishikawa's concept of total quality contains six fundamental principles. What are these fundamental principles?
- iii) What is the difference between C_p and C_{pk} ?
- iv) What could happen if Daily Management is poor in an organization
- v) Define TQM. What are the objectives of TQM.
- vi) What is the difference between benchmark and benchmarking? Explain Competitive Benchmarking.

PART B

(Attempt any three questions)

$3 \times 10 = 30$

Q.2) Explain the relationship between Policy Management and Daily Management by mentioning Prof. N. Kano's Boat Model.

Q.3) In a fan manufacturing company, 2100 fans were inspected. 150 fans were found defective. Types of defects are given below:

	Type of defects	No. of defective fans
A	Motor Winding	30
B	Bend in fan blade	12
C	Crack on central rod	9
D	Capacitor	6
E	Scratches on surface	8
F	Regulator	43
G	Bend in screw	35
H	Others	7

Draw a Pareto Chart to identify which defects will be selected first for taking corrective actions.

Q.4) What is TPM? Explain the theory of deterioration.

Q.5) What is Benchmarking? Explain the various types of benchmarking.

Q.6) Define Quality Cost. Explain four categories of quality cost.

PART C

(Attempt all the questions)

2*10=20

Time	Diameter of the pencil (mm)		
6 am	6.50	7.00	6.55
7 am	7.00	6.60	6.92
8 am	7.50	7.20	7.15
9 am	7.02	6.90	6.90
10 am	7.20	7.20	7.30
11 am	6.60	6.70	6.85
12 noon	7.40	6.80	6.60
1 pm	6.70	7.20	7.20
2 pm	6.9	7.10	7.30

Q.7) In a Pencil Manufacturing company, 3 pencils are selected randomly after every hour and their diameters are measured. The data is given in the following table:

Draw X-bar R chart to monitor the process and state whether the process is under control or not.

Given : Coefficients or Factors for determining control limits of X-Bar and R Chart

Size of sub group (n)	X-Bar Chart	R Chart	
		D3	D4
	A2		
2	1.88	0	3.267
3	1.023	0	2.575
4	0.729	0	2.285
5	0.577	0	2.144
6	0.483	0	2.004
7	0.419	0.076	1.924
8	0.373	0.136	1.864

Q.8) XYZ Company has the following data

Item	Data
Shift Duration	8 hours (480 minutes)
Breaks	(2) 15 minute and (1) 30 minute
Down Time	47 minutes
Ideal Cycle Time	1.0 seconds
Total parts produced	19,271
Rejected parts	423

What is the Overall Equipment Efficiency (OEE) of the company?.



ARKA JAIN University, Jharkhand

4th Semester Final Examination 2018-19

Subject: International Marketing

Course: M.B.A.

Time: 3 Hours

Full Marks: 70

Pass Marks: 28

- Candidates are required to give their answers in their own words as far as practicable.
- Question Paper is divided into **Three Parts – A, B & C**
- **Parts – A & C** are compulsory.
- **Part – B** contains **FIVE** questions out of which **THREE** questions are to be answered.

PART A

Q.1) Short Question Answers(Answer any Four)

[5 x 4 = 20]

- i. What are the meaning and scope of International Marketing?
- ii. Why does a firm go International?
- iii. How does a company plan its products to be served in international market?
- iv. How does advertising differ in domestic and international markets?
- v. What is the Pricing strategy in international market?
- vi. What are the roles of channel members in international marketing?

PART B

Long Question Answers(Answer any Three)

[10 x 3 = 30]

- Q.2) List the basic tools of promotion in foreign market? How they effect and help.
- Q.3) What are the reasons for failure of product in International Market?
- Q.4) How does Culture and Political-Legal system play important role in International Marketing?
- Q.5) Differentiate between marketing in Domestic and International Markets.
- Q.6) What are the modes of entry in other country for any firm? Write in detail.
- Q.7) How is International Product Decision Strategy effected

PART C

Case Study/Analytical Questions

[20 x 1 = 20]

- Q.7) Examine the important arguments for protection vs. liberalization of global business environment.

Or

“Firms need global orientation even to survive the domestic market” — Elucidate.



ARKA JAIN University, Jharkhand

4th Semester Final Examination 2018-19

Subject: Retail Management

Course: M.B.A.

Full Marks: 70

Pass Marks: 28

Time: 3 Hours

- Candidates are required to give their answers in their own words as far as practicable.
- Question Paper is divided into **Three Parts – A, B & C**
- **Parts – A & C** are compulsory.
- **Part – B** contains **FIVE** questions out of which **THREE** questions are to be answered.

PART A

Q.1) Short Question Answers(Answer in Four question)

[5 x 4 = 20]

- What is Retailing?
- How Customer Servicing is done in Retail ?
- Who Pricing is decided in Retail ?
- What is visual Merchandising in retailing ?
- What is Franchise ? explain with example.
- What is Convenience store ? Give example

PART B

Long Question Answers (Answer any three question)

[10 x 3 = 30]

- Q.2) What is Supply Chain Management in Retail ?
- Q.3) What is Telemarketing ? State the Advantages if Telemarketing.
- Q.4) Explain Retail Life Cycle.
- Q.5) What is Consumer cooperative ?
- Q.6) What are the advantages and disadvantages of chain stores ?

PART C

Case Study/Analytical Questions

[20 x 1 = 20]

- Q.7) You have to launch a new Retail store in your town. Draw you success plan.