

B.B.A. (I.B.)
GLOBAL COMPETENCIES AND PERSONALITY
DEVELOPMENT
(2019 Pattern)

Time : 2 Hours

Max. Marks : 70

Instructions to the candidates:

- 1) All questions are compulsory.*
- 2) Figures to the right indicate full marks.*

Q1) Compulsory Question (Objective Type Questions)

A) Multiple Choice Question. [10]

- a) _____ is the way an individual feels about her/himself and believes others to feel.
 - i) Self - Efficacy
 - ii) Self Esteem
 - iii) Self - Awareness
 - iv) Self - Regulation
- b) Emotional intelligence involves _____.
 - i) Mood management.
 - ii) Managing relationships.
 - iii) Emotional self - awareness.
 - iv) All of the above
- c) _____ refers to the ability or competence to express one's feelings, needs or desires openly and directly but in a respectful manner or without hurting one's feelings.
 - i) Assertiveness
 - ii) Empathy
 - iii) Sympathy
 - iv) Communication Skill
- d) The success of each organization depends upon the performance of _____.
 - i) Employer
 - ii) Management
 - iii) Vendor
 - iv) Employee
- e) _____ is not a capability of an employee having Positive attitude.
 - i) Focus
 - ii) Creativity
 - iii) Pessimism
 - iv) Confidence
- f) In order to be successful in a career search it is imperative that you
 - i) hire a professional to create your resume
 - ii) read the entire text.
 - iii) have an online portfolio
 - iv) know yourself.

- g) Transferable skills are
 - i) skills developed from previous jobs.
 - ii) skills that need to be developed.
 - iii) developed very early in life.
 - iv) Not important to employers.
- h) Critical thinking concerns_____
 - i) Determining the cause of our beliefs
 - ii) Pinpointing the psychological basis of beliefs
 - iii) Determining the quality of our beliefs
 - iv) Assessing the practical impact of our beliefs
- i) What is global competence?
 - i) The capacities people can use to understand and use local, national and international elements to thrive in an interconnected world
 - ii) The ability to understand the importance of one country dominates the entire world.
 - iii) The quantifiable ability of the entire world to improve everyone's intelligence levels
 - iv) The ability to understand political differences but not cultural nuances
- j) The following are benefits of setting goals :
 - i) You take control of your life.
 - ii) You focus on the important things.
 - iii) You will be more self - confident and believe in yourself.
 - iv) All of the above

B) Answer in one sentence : [5]

- a) Define Personality
- b) What is Emotional Intelligence?
- c) Define Ethics.
- d) What do you mean by Empathy?
- e) What is meant by Body Language?

C) Match the Pairs. [5]

- | Group A | Group B |
|--------------------|---------------------------|
| a) Personality | i) Exchange of thoughts |
| b) Heredity | ii) Unique |
| c) Self - esteem | iii) Trust your own worth |
| d) Self confidence | iv) Personal worth |
| e) Communication | v) Biological Factor |

Q2) Long Answer (Any three)

[30]

- a) Explain the factors that affect personality.
- b) Explain the nature of personality.
- c) What is Self Assessment? Explain the importance and types of Self Assessment.
- d) Explain the characteristics of Positive and Negative Self - esteem.
- e) What is effective communication? Explain the barriers in effective communication.

Q3) Write Short notes on (any four)

[20]

- a) Qualities of a successful entrepreneur.
- b) Importance of Time management
- c) Social Etiquettes
- d) Critical and Comparative thinking
- e) Tips to improve global communication
- f) Art of Listening



B.B.A (IB)
INTERNATIONAL ECONOMICS
(2019 Pattern)

Time : 2 Hours

Max. Marks : 70

Instructions to the candidates :

- 1) All questions are compulsory.*
- 2) Figures to the right indicate full marks.*

Q1) Fill in the Blanks : **[5]**

- a) According to _____ economics is a study of mankind in the ordinary business of life.
 - b) According to _____ international trade bestows on certain indirect and dynamic gains.
 - c) The _____ model is related to trade between two countries and two commodities.
 - d) _____ refers to the rate at which the goods of one country exchange for the goods of another country.
 - e) _____ policy refers to without any tariffs, quantitative restrictions and other devices obstructing the movement of goods between countries.
- (Select Answers - a) Prof. Mill b) Prof. Marshall c) Terms of Trade d) Ricardian e) Free Trade)

Q2) True or false (Answer any four) : **[4]**

- a) According to classical Economist there are two methods to measure the gains from trade.
- b) International trade increases national income which helps us to get low priced imports.
- c) Gains are measure in terms of trade.
- d) LPG policy commenced in India from 1996.
- e) GFC refers to Great Britain financial crisis.

P.T.O.

Q3) Match the following :

[5]

- | | |
|----------------------------|----------------------------------|
| a) Adam Smith | i) Exchange rate |
| b) IMF | ii) Preferential Trade agreement |
| c) Bretton woods | iii) Absolute cost advantage |
| d) WTO | iv) Gold exchange standard |
| e) Purchasing power parity | v) Gold standard |

Q4) Write short notes on (Attempt any 3) :

[24]

- a) Special drawing rights
- b) IMF
- c) Heckscher ohlin theory
- d) Free trade policy

Q5) Write long answers on (Attempt any 2) :

[32]

- a) Explain the objectives and functions of IMF.
- b) Explain the difference between GATT and WTO.
- c) Discuss the arguments against free trade policy.
- d) Write in detail about the welfare comparisons at international and Domestic level.

▽▽▽▽

B.B.A. (I.B.)
PRODUCTION & OPERATION MANAGEMENT
(2019 Pattern)

Time : 2 Hours

[Max. Marks : 70]

Instructions to the candidates:

1) Attempt all Questions.

Q1) A) Multiple Choice Questions. [5]

- | | |
|---------------------------------------|-----------------------------|
| a) Verification is _____ | |
| i) Product Based | ii) Process Based |
| iii) Quality Based | iv) Quantity Based |
| b) Material management is also called | |
| i) Distribution planning | ii) Control & logistic |
| iii) Both of above | iv) None of above |
| c) An Example of fixed Assets is | |
| i) Live stock | ii) Valve stock |
| iii) Income stock | iv) All of above |
| d) By codification _____ | |
| i) Cost Can reduce | ii) Classification is easy |
| iii) Both of above | iv) None of above |
| e) Cranes are used for : | |
| i) Lifting and Lowering | ii) Vertical Transportation |
| iii) Shifting | iv) All of above |

B) Match the column. [5]

- | Group A | Group B |
|------------------|--------------------------|
| a) Bin card | i) lifting |
| b) Wheel Barrows | ii) Minor work |
| c) Gantt chart | iii) Material management |
| d) Bar chart | iv) Scheduling |
| e) ABC | v) Stock card |

C) Answer in 1 sentence. [5]

- a) When fixed position layout is adopted.
- b) M.R.P. stand for what ?
- c) Name any 3 Examples of carrying cost.

P.T.O.

- d) E.O.Q. stand for what ?
- e) In pneumatic control system, Low Energy produce?

D) Fill in the blanks.

[5]

- a) Objective of work study to improve _____
- b) The flow of production is not continuous. It is _____
- c) Store ledger is maintain by _____ Department.
- d) In ABC analysis, 'A' class items cost is _____
- e) Maintainece of fixed Automation is _____

Q2) Attempt any 3 out of 5 Questions.

[3×10=30]

- a) Explain about plant layout.
- b) Explain about inventory analysis.
- c) Explain various types of waste.
- d) Explain various types of decision model.
- e) Explain in Detail about process layout.

Q3) Write short notes (Any 4 out of 6)

[4×5=20]

- a) Dispatching.
- b) Inventory management.
- c) Flexible manufacturing system.
- d) cost Associated with inventory.
- e) Principle of material Handling.
- f) Transportation Equipment.



B.B.A. (IB)
A305 : FRENCH - I
(2019 Pattern) (Semester - III)

Time : 2 Hours

Max. Marks : 70

Instructions to the candidates:

- 1) *All questions are compulsory.*
- 2) *Use of dictionary is not allowed.*

Q.1. Complétez UN dialogue : **(10)**

A. M. Éric Jégat arrive à l'hôtel CANAL + . Il a une chambre réservée. Il a la chambre 1201 au douzième étage. Complétez le dialogue.

M. Jégat : Bonjour, monsieur. J'ai une chambre réservée ici.
Le réceptionniste : _____ .
M. Jégat : Au nom de M. Éric Jégat.
Le réceptionniste : _____ .
M. Jégat : C'est à quel étage ?
Le réceptionniste : _____ Voici les clés .
M. Jégat : Merci. C'est où ?
Le réceptionniste : _____ . Montez au douzième étage. La chambre
 est juste en face de l'ascenseur.
M. Jégat : D'accord. Et le restaurant, c'est où ?
Le réceptionniste : _____ . En face des escaliers.

OU

B. Mme Sylvie Masson téléphone au standard de la société 'Aérospatiale'. Elle veut rencontrer M. Couvreur, le directeur. M. Couvreur n'est pas là. Elle parle à la standardiste. Complétez le dialogue.

Mme Masson : Bonjour monsieur. Je voudrais parler à M. Couvreur, s'il vous plaît.
 Le réceptionniste : _____ ?
 Mme Masson : Mme Sylvie Masson
 Le réceptionniste : _____ ?
 Mme Masson : Eh bien, c'est pour notre dossier, « Japon ».
 Le réceptionniste : _____ ?
 Mme Masson : Ok. Voici mon numéro de téléphone. J'attends son appel. C'est urgent.
 Le réceptionniste : _____ .
 Mme Masson : Merci bien.
 Le réceptionniste : _____ . Au revoir.

Q.3. Grammaire et vocabulaire :

A. Complétez avec des adjectifs possessifs : (2 au choix) (2)

4. Il a rendez-vous avec son/sa/ses directeur.
5. Gérard a une fille. son/mes/sa fille s'appelle Janine.
6. Nous parlons avec nos/notre/votre clients.

B. Complétez avec des prépositions :(2 au choix) (2)

1. J'habite en/dans/au Japon.
2. Je regarde des films dans/pendant/avec le vol.
3. Il travaille comme/de/chez Arcans.

C. Quelle heure est-il ? (2 au choix) : (2)

1. 8 h 30
2. 15 h 15
3. 19 h 20

D. Complétez avec des mots donnés : (Pour, téléphone, lundi, Lucie) (2)

Bonjour _____ ! C'est Patricia. Je te _____ parce que je suis à Nantes, _____ , mardi et mercredi _____ une conférence.

E. Mettez les verbes entre parenthèses à la forme qui convient (2 au choix) (2)

1. Les voyageurs sans titre (payer) une amende.
2. Le directeur (gerer) l'ensemble des activités de l'entreprise.
3. La directrice (finir) son travail.

Q.3. A. Répondez en français aux questions suivantes: (3 au choix) (6)

1. Quelle est votre nationalité?
2. Comment s'appelle un habitant de la Suisse?
5. Nommez pays francophone.

6. Quand vous voyagez, où habitez-vous ?

B. Reliez les deux colonnes

(4)

A	B.
1. France Télécom	a) Bonjour, Société GDF
2. Louis Dreyfus	b) Télécommunications..
3. Allô !	c) Belge.
4. Un habitant de la Belgique	d) Négocier et service

Q.4. Présentez la personne suivante

(5)

Nom :	Dubosc
Prénom:	Quentin
Nationalité:	Français
Pays de résidence:	L'Allemagne.
Situation de famille:	Marié
Nombre d'enfants:	2 fils
Secteur d'activité professionnelle:	Vente sur Internet

OU

Nom :	Anthony
Prénom:	Smith
Nationalité:	Anglais
Pays de résidence:	La Belgique.
Situation de famille:	Célibataire
Secteur d'activité professionnelle:	Chef des ressources humaines

Q.5. A. Traduisez en anglais:

(4)

Nous devons organiser une réunion avec les délégués. Est-ce que vous êtes libre mardi ? Autre chose : je dois contacter Mme Langlois, la responsable des ventes de la société Socatex, est-ce que vous avez ses coordonnées ?

B. Traduisez en français: (3 au choix)

(6)

1. You cross the lobby.
2. We are going by bus.
3. Don't hang up, please.
4. I'm calling you because I am in London.
5. I can take your details?

Q. 6. Compréhension

Dans les grandes villes françaises, il y a de différents types de transport en commun : bus, métro, tramway, trains de banlieue.

En France, il existe différents tarifs. Ils correspondent à l'âge ou à la situation (senior, jeune, famille nombreuse, demandeur d'emploi, etc)

A. Dites vrai ou faux :

(3)

1. Dans les grandes villes françaises, il y a différents types de transport.
2. Le tramway est un transport en commun.
3. Il n'y a pas de tarifs différents.

B. Cherchez le contraire dans le texte : petites

(1)

C. Cherchez le féminin de nombreux dans le texte.

(1)

X X X

B.B.A. (IB)
GERMAN - I
(2019 Pattern)

Time : 2 Hours

Max. Marks : 50

Instructions to the candidates:

- 1) *All questions are compulsory.*
- 2) *Figures to the right indicate full marks.*

Frage 1: Beantworten Sie die folgenden Fragen! (Any 3)

[03]

1. Woher kommen Sie?
2. Wo liegt Delhi?
3. Wann stehen Sie am Wochenende auf?
4. Wie alt sind Sie?
5. Welche Sprachen sprechen Sie?

Frage 2: Übersetzen Sie ins Englisch!

[03]

Christa wohnt in Berlin. Sie kommt aus der Schweiz. Ihr Freund heißt Antonio. Er kommt aus Italien, aber er kann sehr gut Deutsch sprechen. Antonio und Christa haben drei Kinder. Sie heißen Veronika, Doris und Athena. Veronika und Doris spielen sehr gut Gitarre und Athena schwimmt sehr gut.

Frage 3: Wortschatz

[12]

A: Schreiben Sie die Zahlen in Wörtern! (Any 3)

(03)

- | | |
|-------|--------|
| 1. 37 | 3. 200 |
| 2. 12 | 4. 99 |

B: Ergänzen Sie die Vokale! (Any 3)

(03)

- | | |
|-----------------------|-----------------------|
| 1. FR __ NKR __ I CH | 3. W __ HN Z __ M MER |
| 2. W __ R TER B __ CH | 4. J __ PAN __ S CH |

P.T.O.

C: Ergänzen Sie das richtige Wort! (Any 3)

(03)

1. Sprache : sprechen / Kaffee: _____
2. Fernseher: Wohnzimmer / Bett: _____
3. 8 Uhr: morgens / 20 Uhr: _____
4. Italienisch: Sprache / Italien: _____

D: Welches Wort passt nicht? (Any 3)

(03)

1. Japan, Indien, Deutsch, Spanien
2. Radiergummi, Lineal, Kuli, Sessel
3. Lampen, Tische, Stuhl, Uhren
4. Wohnzimmer, Küche, Bleistift, Balkon

Frage 4: Grammatik :

[18]

A: Ergänzen Sie die Verben in richtigen Formen! (Any 3)

(03)

1. Max und Milli _____ in Deutschland. (wohnen)
2. Sabine und Klara, _____ ihr Englisch? (sprechen)
3. Das _____ eine Tasche. (sein)
4. _____ du eine große Wohnung? (haben)

B: Ergänzen Sie die Personalpronomen! (Any 3)

(03)

1. Tamina kommt aus Deutschland. Jetzt wohnt _____ in Indien.
2. Guten Tag, Frau Müller! Möchten _____ einen Kaffee?
3. Jonas lernt Spanisch und _____ spielt sehr gut Gitarre.
4. Herr Schneider arbeitet von 9 bis 17 Uhr. _____ macht um 13 Uhr Mittagspause.

C: Ergänzen Sie den Artikel (bestimmt/unbestimmt/nominativ/akkusativ) (Any 3) (03)

1. Ist das _____ Lampe?
2. Wir haben _____ Balkon in der Wohnung.
3. Ich finde _____ Computer sehr modern.
4. Das ist _____ Kuli.

D: Ergänzen Sie die Possessivartikel! (Any 3)

(03)

1. Frau Neumann, ist das _____ Tasche?- Ja!
2. Das sind Samantha und Manuel. Das ist _____ Auto.
3. Markus spielt sehr gut Gitarre. Das ist _____ Gitarre.
4. Ich heiße Peter. Das ist _____ Haus.

E: Ergänzen Sie die Verben ‚sein‘ oder ‚haben‘ im Präteritum! (Any 3)

(03)

1. Petra _____ einen Termin am Freitag.
2. Sara und Sabine _____ gestern in Pune.
3. Herr Müller, _____ Sie schon mal in Indien?
4. Hallo, Peter! Wo _____ du gestern?

F: Bilden Sie die Fragen! (Any 3)

(03)

1. Uhr, ist, Wie viel, es ?
2. Kaffee, Trinkst, einen, du ?
3. deine, Wo, Familie, lebt ?
4. am Abend, Deutsch, Sie, Lernen ?

Frage 5: Lesen Sie den Text und beantworten Sie die Fragen!

[10]

Klara Stein ist Deutsche und arbeitet im Emirates- Call Center in Berlin. Sie muss beruflich viel telefonieren. Sie spricht natürlich Deutsch und auch Englisch und Spanisch. Klara und die Kolleginnen sitzen zusammen in einem Büro. Sie informieren die Kunden über Flugzeiten und reservieren Flugtickets. Die Arbeitszeit ist flexibel, aber Klara muss manchmal auch am Wochenende arbeiten. Das findet sie nicht so gut.

Klaus Baumer ist Automechaniker und wohnt in München. Er hat dort eine Autofirma. Er ist 53 Jahre alt und hat keine Kinder. Herr Baumer ist oft in Österreich und in der Schweiz. Dort kauft und verkauft er Autos. Seine Hobbys sind reisen und lesen.

A: Beantworten Sie die Fragen in einem ganzen Satz:

(05)

1. Welche Sprachen spricht Klara?
2. Was machen Klara Stein und ihre Kollegin im Büro?
3. Wann arbeitet Klara Stein?
4. Was ist Klaus Baumer von Beruf?
5. Was macht Klaus Baumer in Österreich und in der Schweiz?

B: Schreiben Sie richtig oder falsch.

(05)

1. Klara spricht zwei Fremdsprachen.
2. Klara informiert die Kunden über die Flugzeiten.
3. Sie arbeitet gern am Wochenende.
4. Klaus Baumer wohnt in Deutschland.
5. Klaus Baumer ist fünfunddreißig Jahre alt.

Frage 6: Schreiben Sie 6-8 sätze über das Thema! (Any 1 Topic)

[04]

Meine Wohnung

OR

Meine Familie

X X X

B.B.A. (I.B.)
SUPPLY CHAIN MANAGEMENT-I
(2019 CBCS Pattern)

Time : 2 Hour

Max. Marks : 50

Instructions to the candidates:

- 1) All questions are compulsory.*
- 2) Figures to right indicate full marks.*

Q1) A) Fill in the blanks. [5×1=5]

- a) All are the primary activity of value chain except _____.
 - i) Outbound logistics
 - ii) After Sales Service
 - iii) Marketing and sales
 - iv) Procurement
- b) The location where the inventory is received, stored and shipped out depending upon the demand is known as _____.
 - i) Store layout
 - iii) Space management
 - iii) Warehouse
 - iv) Lean management
- c) _____discovers patterns and relationships hidden in the data.
 - i) SCM software system
 - ii) Electronic data interchange
 - iii) Data mining
 - iv) Internet technologies
- d) _____is an integral part of supply chain management.
 - i) Relationship management
 - ii) Inventory management
 - iii) Human resource management
 - iv) None of these.
- e) According to_____, “customer relationship management is a business strategy designed to optimize profitability, revenue and customer satisfaction.”
 - i) PWC Consulting
 - ii) Gartner
 - iii) Parvatiyar and Sheth
 - iv) Kimball

B) Match the following pairs.

[5×1=5]

Column A	Column B
a) Kaizen	i) Flow of goods and services
b) Supply chain Management	ii) Technique for eliminating manufacturing waste
c) Just-In-Time	iii) continuous improvement
d) Store layout	iv) buy current brand repeatedly
e) Customer loyalty	v) physical arrangement of storage

Q2) Long Answer questions (Solve any 1 out of 2)

[10]

- a) Define supply chain management. Explain function and types of supply chain management.
- b) Explain objectives, Importance and scope of material handling system. Write down the types of material handling equipment.

Q3) Long Answer questions (Solve any 1 out of 2)

[10]

- a) What is Retail supply chain management? Write down the problems and prospectus of supply chain management in a retail industry.
- b) Explain in detail supply chain network design. Which are the factors influencing network design.

Q4) Write Short notes (Solve Any 4)

[4×5=20]

- a) Bullwhip effect and causes of Bullwhip effect
- b) Types of storekeeping
- c) Objectives of supply chain management
- d) Component of Logistics
- e) Customer Relationship management
- f) Marshaling



B.B.A. (I.B.)
LOGISTICS MANAGEMENT
(2019 Credit Pattern)

Time : 2 Hour

Max. Marks : 50

Instructions to the candidates:

- 1) All questions are compulsory.*
- 2) Figures to the right indicate full marks.*

Q1) A) Multiple choice questions. [5×1=5]

- a) '3 PL' Stands for
 - i) Third product logistics ii) Third possession logistics
 - iii) Third party logistics iv) None of the above
- b) E-procurement is _____ mode of purchasing.
 - i) Mechanical iii) Electronic
 - iii) Bulk iv) Trading
- c) Ordering cost is also known as:
 - i) Carrying cost ii) Set-up cost
 - iii) Holding cost iv) Purchase cost
- d) Which of the following warehouses are driven through digitalization?
 - i) Bonded warehouses
 - ii) Consolidated warehouse
 - iii) Co-operative warehouses
 - iv) Smart warehouses
- e) The warehouse operation process includes
 - i) Inbound activities ii) Export activities
 - iii) Import activities iv) Other activities

P.T.O.

B) Match the following [5]

A	B
a) Inbound logistics	i) Movement & storage of goods
b) E-Procurement	ii) Movement from supplier to manufactures
c) Out sourcing	iii) Third Party Involvement
d) Material Handling	iv) To maintain holding cost to its minimum
e) Just in Time	v) Online Vendor Exchange process

Q2) Solve any ONE of following. [1×10=10]

- a) Define Logistics. Explain in detail the objectives of logistics management.
- b) Elaborate on the factors influencing selection of transporter.

Q3) Solve any ONE of following. [1×10=10]

- a) Define inventory management. Explain the functions of inventory management in supply chain.
- b) Explain in detail various types of warehouse.

Q4) Write any four short notes. [4×5=20]

- a) Difference between Inbound and outbound logistics.
- b) Reverse logistics.
- c) Process of E-Procurement.
- d) Inventory Management cost.
- e) Warehouse Automation.
- f) Just In Time.



B.B.A. (IB)
IMPORT EXPORT PROCEDURE
(2019 Pattern)

Time : 2 Hours]

Max. Marks : 70

Instructions to the candidates :

- 1) *All questions are compulsory.*
- 2) *Figures to the right indicate full marks.*

Q1) A) Fill in the blanks (any 5 out of 6) : [5]

- i) _____ refers to the policy measures adopted by a country with reference to its exports & imports.
- ii) _____ ministry of GOI prepared and announced the Indias trade policy.
- iii) _____ is the india's first mega coastal economic zone (CEZ).
- iv) In terms define _____ of buyers and Sellers in international trade.
- v) Bill of Lading is issued by _____
- vi) _____ document is used for documentary collection.

B) Match section A with section B : [5]

- | <u>Section A</u> | <u>Section B</u> |
|--|------------------|
| i) Time limit of re-import of exported gems & Jewellery item in India is | a) 2005 |
| ii) Foreign Exchange Management Act. (FEMA) came inforce by | b) 1962 |
| iii) Bill of entry can be filed in advance of expected arrival of goods | c) 1999 |
| iv) When was the 1 st exim policy defined | d) 90 days |
| v) SEZ Act was passed | e) 30 days |

P.T.O.

C) True or false (attempt any 4 out of 5) : **[4]**

- i) Commercial Invoice and proforma invoice is same.
- ii) There is difference between bill of lading and mate receipt.
- iii) GSP and certificate of origin are one and same.
- iv) All imported goods shall be subject to domestic laws, rules, orders and regulation.
- v) In the year 2003 the SEZ was passed.

Q2) Short Answers (Attempt any 3 out of 4) : **[24]**

- a) Elaborate the following with suitable examples.
 - i) Packaging
 - ii) Labelling, marking, Packing
- b) Advance license.
- c) Modes of Transport
- d) Concept of warehousing.

Q3) Long Answer (Attempt any 2 out of 4) : **[32]**

- a) Explain the various benefits given to the importers and exporters by central Govt for promoting export and import in the country.
- b) What is Exports & Imports. Explain the classification of Exports and Imports in detail.
- c) Explain the procedure and documents for claiming duty drawback.
- d) Explain the benefits of Exports and Imports in detail.



S.Y.B.B.A. (I.B.)
RESEARCH METHODOLOGY
(2019 Pattern)

Time : 2 Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) All questions are compulsory.*
- 2) Figures to the right indicate full marks.*

Q1) A) Multiple Choice Question. [5]

- a) Which of the following is not characteristic of good research?
 - i) Systematic
 - ii) Logical
 - iii) Controlled
 - iv) Subjectivity
- b) _____ describes the present state of affairs as it exists without having any control over variables.
 - i) Analytical Research
 - ii) Descriptive Research
 - iii) Applied Research
 - iv) Distinctive Research
- c) Data collected from an archive or the records of an organisation is called _____.
 - i) Internal Data
 - ii) Secondary Data
 - iii) External Data
 - iv) Primary Data
- d) A list of works on a subject or by an author that were used or consulted to write a research paper, book or article is called _____.
 - i) Body
 - ii) Conclusion
 - iii) Bibliography
 - iv) Suggestion
- e) The process of reviewing data is called _____.
 - i) Data Interpretation
 - ii) Data Analysis
 - iii) Data Breaching
 - iv) Data Reading

B) Match the Pairs. [5]

- | Group A | Group B |
|--------------------------------------|----------------------------|
| a) Focus group | i) Judgemental sampling |
| b) Non - probability sampling | ii) Subjective |
| c) Last stage of research writing is | iii) Qualitative Data |
| d) Data interpretation should be | iv) Blue print of research |
| e) Research design | v) Report Writing |

P.T.O.

- C) Answer in one sentence. [5]**
- a) What is Probability sampling?
 - b) What is meant by Testing of Hypothesis?
 - c) What is qualitative research?
 - d) What is Primary Data?
 - e) What is Simple random sampling?

- D) Fill in the blanks. [5]**
- a) Basic Research findings often provide the basis for later _____ research.
 - b) A Blue print of Research work is known as research_____.
 - c) _____ Data refers to the published data and data collect in the past.
 - d) The research report should be _____
 - e) In_____, sample is selected from population, based on the ease of access.

Q2) Long Answer (any 3) [3×10=30]

- a) What is Research? Explain the process of research
- b) Discuss the methods of sampling
- c) What is research report? Discuss steps in writing research report.
- d) Discuss the methods of collecting secondary data.
- e) What are the various types of research?

Q3) Short Answer (any4) [4×5=20]

- a) Questionnaire method of data collection
- b) Primary data and features of primary data
- c) Interview method of data collection
- d) Research design
- e) Limitations of research
- f) Data Processing



BBA(IB)
BUSINESS ETHICS
(2019 Pattern)

Time : 2 Hours]

[Max. Marks : 70

Instructions to the candidates :

- 1) All questions are compulsory.*
- 2) Figures to the right indicate full marks.*

Q1) A) Multiple Choice Questions: **[5×1=5]**

- i) Good Advertising refers to_____advertising.
 - a) Honor
 - b) convinient
 - c) Surrogate
 - d) Influencer
- ii) Ethics is branch of _____
 - a) Philosophy
 - b) Economics
 - c) History
 - d) Science
- iii) Echics dervied from
 - a) US
 - b) Greek
 - c) Latin
 - d) None of above
- iv) _____ is standardized mark jewellery.
 - a) ISI
 - b) Agmark
 - c) Hallmark
 - d) CERC
- v) Business development depend on_____growth.
 - a) Personal
 - b) Community
 - c) Business
 - d) None

P.T.O.

B) Match the column **[5 × 1 = 5]**

Group A

Group B

- | | |
|----------------------------|----------------------------|
| i) CO ₂ | a) CFC Gas |
| ii) Air condition | b) Economic Development |
| iii) Taxes | c) Types of value |
| iv) Terminal value | d) Brundt land report |
| v) Sustainable development | e) Environment degradation |

C) Answer in 1 sentence : **[5 × 1 = 5]**

- i) CSR stand for what?
- ii) Which committee founded in India for Corporate Governance.
- iii) What type of justice exists if employee being honest in work?
- iv) Sustainability means what?
- v) When environment protection Act came?

D) Answer in fill the blanks: **[5 × 1 = 5]**

- i) _____reflect person's sense of right & wrong.
- ii) 3 C's of Business Ethics is _____
- iii) OSH stand for _____
- iv) Collective Bargening is_____process.
- v) Safeguard right to life is under_____article of constitution.

Q2) Answer any 3 out of 5. **[3 × 10 = 30]**

- a) Explain type of responsibilities.
- b) Explain environmental ethics.
- c) Explain Role of responsibilities of organization towards Government & Society.
- d) Explain Government policies against illegal business practices.
- e) Explain consumer & it's type in detail.

Q3) Short Notes (Any 4 out of 6) :

[4 × 5 = 20]

- a) Air (Preventive and control of population) Act 1981.
- b) Stages in Ecological sustainable organization.
- c) Feature of whistle Blower Act.
- d) Resone behind ethical problem in business.
- e) Ethics in contemporary business.
- f) 3 C's of business ethics.



B.B.A. (I.B.)
MANAGEMENT INFORMATION SYSTEM
(2019 CBCS Pattern)

Time : 2½ Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) All questions are compulsory.*
- 2) Neat diagrams must be drawn wherever necessary.*

Q1) A) Multiple Choice Questions. [5]

- a) _____ is a Resource because it is scarce, it has a cost and it has alternative uses.
 - i) Data
 - ii) Information
 - iii) Data processing
 - iv) Data communication
- b) Which of the following software Quality Assurance lays considerable stress on getting the design right, prior to coding _____
 - i) Software Quality
 - ii) Software Quality Assurance
 - iii) Quality policy
 - iv) Quality standard
- c) The inherent ability of software to be used for a specified purpose as the software possesses certain features and characteristics which enable it to be used for all purpose.
 - i) Software Quality
 - ii) Quality Assurance
 - iii) Quality policy
 - iv) Quality standard
- d) Prototyping helps in _____
 - i) Creating a working model of system
 - ii) Increasing workload
 - iii) Increasing costs
 - iv) Supporting resource management
- e) Which of the following suggests a systematic sequential approach to software development?
 - i) Waterfall model
 - ii) Prototyping model
 - iii) Spiral model
 - iv) SDLC

P.T.O.

B) Match the pairs. [5]

- | Group A | Group B |
|-----------------------------|--|
| a) The Newell-simon model | i) Access uses personal info |
| b) Cyber crime | ii) Protect interconnection |
| c) Fire walls | iii) Human information
procesing system |
| d) RAD | iv) The classical model |
| e) Model of Decision making | v) Rapid Application
Development model |

C) Answer in One sentence [5]

- a) What is Open Loop system?
- b) What is patent Law?
- c) What is meant by Executive support system?
- d) What is soft ware Quality Assurance?
- e) Enlist the various Decision making tools.

D) Fill in the blanks. [5]

- a) _____ is the property right which exist in various work.
- b) AI stands for_____.
- c) DSS emphasises Data_____.
- d) GDSS has four basic components the Hard ware, the _____ the people and procedure.
- e) The process of preparing prototype is referred to as_____.

Q2) Solve any (3) Three of (5) Five. Answer the following long answer questions: [3×10=30]

- a) Explain the various system building approaches.
- b) What are the advantages of object oriented systems?
- c) What is the need for M.I.S?
- d) Give the characteristics of communication channels.
- e) What is prototyping? Explain steps involved in prototyping also state its advantages.

Q3) Attempt any (4) four out of (6) six. Write a short Note: [4×5=20]

- a) Planning
- b) DSS (Decision support system)
- c) Feedback control
- d) Cyber crime
- e) Law of Requislte variety
- f) Audit Trails



BBA(IB)

FRENCH- II (2019 Pattern) (Semester - IV)

Time : 2 Hours]

Max. Marks : 50

Q.1. Complétez le dialogue suivant (un au choix)

[10]

A. M. Cousseau va dans une agence de publicité pour faire la publicité de son agence de voyages. Il discute avec le webmestre.

M. Cousseau : Bonjour. Nous devons faire la de la publicité pour nos voyages. _____ ?

Le webmestre : Un e-mail commercial?

M. Cousseau: C'est une bonne idée. _____ .

Le webmestre: Je vois une page avec des photos des destinations en promotion .

M. Cousseau: _____ ?

Le webmestre: Oui, le nom du pays et le prix du voyage.

M. Cousseau: C'est super. _____ ?

Le webmestre: Oui, on peut mettre des rubriques spécifiques, comme "l'hôtel", "vol"...

M. Cousseau: Parfait! _____ ?

Le webmestre: En haut de la page.

B. Demain, M. Duparc va aller en voyage d'affaires à Strasbourg. Il vérifie son planning avec sa secrétaire, Natalie.

M. Duparc: Excusez-moi Natalie. Je voudrais _____ .

Natalie : Oui, j'arrive.

M. Duparc: Alors, demain, je _____ .

Natalie: Oui, monsieur. Demain vous partez de l'aéroport Paris-Orly.

M. Duparc: Par _____ ?

Natalie: Par le vol Air France. Embarquement à 7h 40, puis décollage à 8h 05.

M. Duparc: Et l'arrivée à _____ ?

Natalie: Vous arrivez à Nice à 9 h 25.

M. Duparc: Et le soir _____ ?

Natalie: Le soir, vous prenez le vol de 18h 30 pour arriver à Paris à 19h 35.

M. Duparc: Merci, c'est parfait.

Q.2. Grammar

[10]

A. Choisissez la bonne réponse

[2]

1. Le passager vont voyager/a voyagé en avion.

2. L'ingénieur fera/feront leur travail.

3. Nous devons/doit envoyer un mél.

P.T.O.

B. Choisissez la bonne réponse (2 au choix) [2]

1. Je déjeune (avec/dans) dans le restaurant du bureau.
2. Les Français arrivent au bureau (entre/en) 8 h et 9 h 30.
3. Je mange de la viande (avec/pour) des légumes.

C. Choisissez la bonne réponse (2 au choix) [2]

1. Je déjeune avec mes/ma collègues.
2. Vous regardez votre/vos message ?
3. Les clients téléphonent à leur/leurs collaborateurs.

D. Choisissez la bonne réponse (2 au choix) [2]

1. Nous prenons cette/ce vol.
2. J'ai vérifié mon boîte mail ce/ces matin.
3. Le directeur sort avec ces/cette clients.

E. Choisissez la bonne réponse (2 au choix) [2]

1. La cliente canadienne/canadien travaille au Total.
2. Myriam étudie les nouveaux/nouvelles circuits.
3. Un Français peut travailler pleine/plein temps

Q.3. Vocabulaire [4]

A. Répondez au questions (2 au choix)

1. Quel plat conseillez-vous à des Français dans votre pays ?
2. A quelle heure arrivez-vous au college ?
3. Quel âge avez-vous ?

B. Reliez les deux colonnes (4) [4]

A.

1. Chocolats
2. Les chaussures
3. Un dessert
4. Des crudités

B.

- a. La salade
- b. Chez le chocolatier
- c. En cuir
- d. La glace au chocolat

C. Donnez le contraire (2 au choix)

[2]

1. Les hôtels résidentiels sont toujours au centre-ville.
2. Les hôtes arrivent le premier.
3. Il fait très froid.

Q.4. Compréhension

[5]

Pierre

Je déjeune à la cantine de ma société. En général, je choisis d'abord des crudités. Ensuite, je mange de la viande (du bœuf ou du poulet) avec des légumes ou du riz. Je ne mange pas de fromage mais je prends un yaourt et un fruit en dessert. Je prends un verre de vin pour accompagner mon repas

A. Dites vrai ou faux :

1. Pierre déjeune à la cantine.
2. Il mange du poulet ou du bœuf.
3. Il mange du fromage.

B. Donnez l'infinitif : prends, choisis.

Q.5. A. Traduisez en anglais

[4]

Nous touchons plusieurs secteurs d'activités. Le commerce avec les parfumeries, les pharmacies, les hôtels, les coiffeurs et les salons de beauté mais aussi les entreprises et les hôpitaux. Nous exportons nos produits dans le monde entier. Nous avons plus de 6000 clients.

B. Traduisez en français (3 au choix)

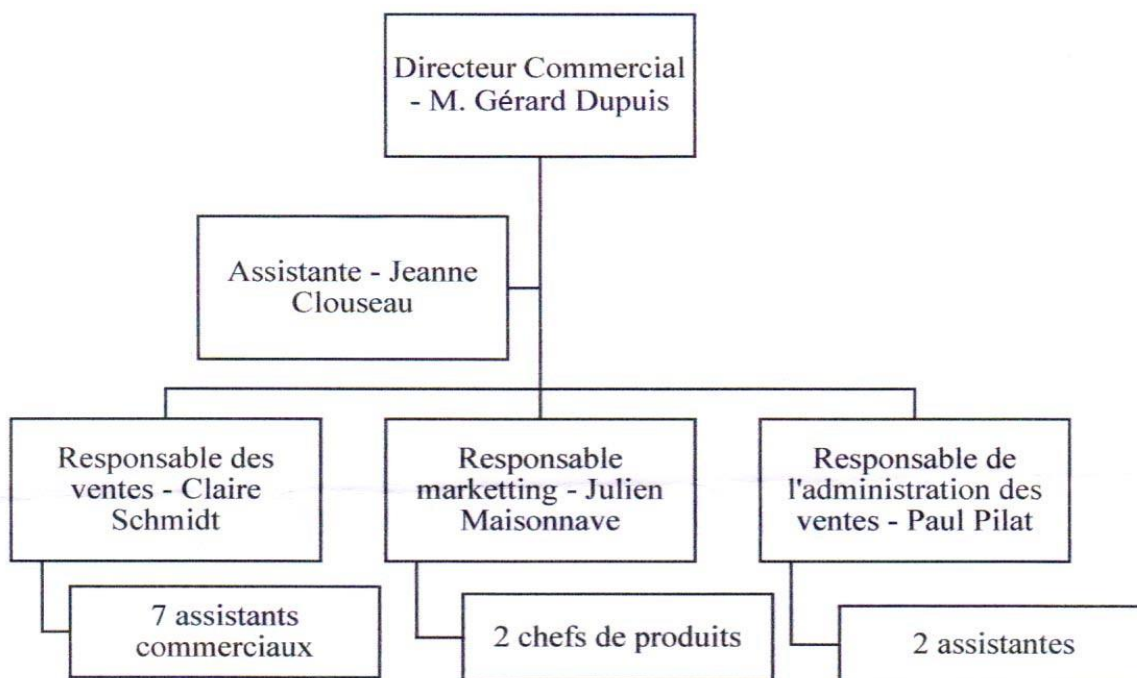
[6]

1. The kitchen is furnished.
2. Bill, please.
3. You climb to the 5th floor.
4. I went on the site.

Q.6. Écrivez un paragraphe

[5]

A. Voici l'organigramme de l'entreprise GDA.



OU

- B. Décrivez le processus de fabrication du jus d'oranges. Utilisez les mots suivants: presser, mélanger, nettoyer, mettre, envoyer, les pommes, le jus concentré, du sucre, de l'eau, les bouteilles, une machine spéciale, des cartons, des distributeurs. Pour cela utilisez les mots connecteurs – puis, après, avec, dans...

□□□

