

two directors and asked them to ensure strong leadership at the regional and district level or else quit their jobs. As these director and asked them to ensure strong leadership at regional and district level or elase quit their jobs. As these directors felt the meaning with the chairman, one director told other, "Now just how do we make people leaders ? How can we sure whether or not a person is a leader ? You know this is tough job."

Read the analyze the above case and answer the following questions :

(i) If you were one of the directors, how would you answer the question that the other director has raised ?

(ii) What would you do about developing strong leaders ?

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**M.B.A./P.G.D.B.M. EXAMINATION**

(First Semester)

CP-101

**MANAGEMENT PROCESS AND ORGANISATION BEHAVIOUR**

Time : Three Hours Maximum Marks : 70

Note : Attempt Five questions in all. Q. No. 1 is compulsory. All questions carry equal marks.

1. Write short notes on any five of the following :

- (i) Transactional Analysis
- (ii) Contingency Theory of Management
- (iii) Concept of Stress
- (iv) Management by Objective



- (v) Managerial skill of manager
  - (vi) Components of an individual behaviour
  - (vii) Dysfunction of conflict.
2. Critically examine the salient features of the Human Behaviour School of Management Thought with suitable illustrations.
  3. What do you understand by perception ? What are the internal and external factors which influence the perception ? Explain.
  4. Explain various theories of learning.
  5. Define Motivation. Outline the main points of Victor Vroom's expectancy theory of motivation.
  6. Why is a change resisted in an organization ? What can the management do to overcome it ?
  7. Define leadership and discuss the various leadership styles.

8. Case Study :

In 2000, Mr. Kiran Dutt, a Chartered Accountant, was elected as the chairman of Promising Life Insurance Company which was at that time third largest insurance company in country. During the next 5 years, however, while the business increased, it did not grow as fast as its major competitor and Promising Company dropped from third to sixth place. This naturally, perturbed Mr. Kiran Dutt as it did to the board of directors of the company. Finally, after deliberations the board of directors concluded that lack of leadership in sales of both ordinary life policies and group life insurance as the major cause of company's comparative slow progress. It was also generally concluded that two directors in charge of sales in these two major areas of district managers working under them were not vary competent leaders. Mr. Kiran Dutt called these

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**M.B.A./P.G.D.B.M. EXAMINATION**

(First Semester)

CP-103

**BUSINESS ENVIRONMENT**

*Time : Three Hours*

*Maximum Marks : 70*

**Note :** Attempt *Five* questions in all. Q. No. 1 is compulsory. All questions carry equal marks.

1. Write short notes on the following :

- (a) SWOT analysis
- (b) Key indicators of business Environment
- (c) Country Risks
- (d) IMF
- (e) Public Sector Reforms
- (f) Globalization
- (g) Disinvestment.



8. Write short notes on the following :  
(a) Risks in Business Environment  
(b) WTO.

2. What do you mean by Business Environment ? Explain the concept of internal and external environment.

3. Define Privatization. What are the reasons behind privatization ? Also state the advantages and disadvantages of privatization in Indian context.

4. Explain in detail the features of the industrial policy, 1991. Examine its impact on the growth of direct foreign investment.

5. State the objectives, functions and importance of World Bank.

6. Explain the concept of Balance of Payment. Suggest the remedies to solve the problem of adverse balance of payment.

7. What is Monetary Policy ? What are its instructions ? Examine the role of monetary policy in under developing and developing countries.

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**2404**

**M.B.A./P.G.D.B.M. EXAMINATION**

(First Semester)

**ACCOUNTING FOR MANAGERS**

CP-104

*Time : Three Hours*

*Maximum Marks : 70*

**Note :** Attempt *Five* questions in all. Q. No. 1 is compulsory. All questions carry equal marks.

1. Define the following :

- (a) Window Dressing
- (b) Concept of Conservatism
- (c) Tax Accounting
- (d) Horizontal Vs. Vertical Analysis
- (e) Insolvency of a Firm
- (f) Margin of Safety
- (g) Differential Costing.

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2. What do you mean by accounting principle ?  
Explain the various concepts and conventions of accounting.
3. Briefly explain the various methods of charging depreciation.
4. Explain the accounting treatment of the following in preparing the final accounts :
  - (a) Outstanding and prepaid expenses
  - (b) Provision for bad and doubtful debts
  - (c) Provision for discount of debtors and creditors
  - (d) Loss of goods/assets by theft.
5. What do you mean by cost unit and cost centre ? Explain the various types of cost.
6. Define Cash Flow Statement. Explain and illustrate the procedure of preparing the Cash Flow Statement.

7. Define Budget, Budgeting and Budgetary Control. Explain the various factors to be considered in the preparation of a budget.
8. Define standard costing. How it differs from budgetary control. How the standards are prepared in a business organisation ?

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**2405**

**M.B.A./P.G.D.B.M. EXAMINATION**

(First Semester)

CP-105

**MANAGEMENT SCIENCE**

*Time : Three Hours*

*Maximum Marks : 70*

**Note :** Attempt *Five* questions in all. Q. No. 1 is compulsory.

1. Write short notes on the following : 14
  - (a) Feasible solution
  - (b) CPM
  - (c) Slack Variables
  - (d) North-West Corner rule
  - (e) Saddle Point
  - (f) Maximum criterion
  - (g) Models in management science.

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6. Discuss the various methods transportation problem with suitable examples. 14

7. Solve the following game and determine the value of game : 14

Player A	Player B		
	B1	B2	B3
A1	2	5	6
A2	7	3	4

8. Write short notes on the following : 14

(i) Goal programming

(ii) Integer programming.

2. Discuss the role and scope of management science. Explain various model used in business decision-making. 14

3. Explain the Monte-Carlo technique of simulation along with their merits and demerits. 14

4. Differentiate PERT and CPM. 14

5. A company produces two products A and B with unit profit of Rs. 40 and Rs. 35 respectively. For producing A and B 60 kgs. material and 96 labour hours are available. Each unit of A need 2 kg. of material and 3 labour hours, while each unit of B needs 4 kgs. of material and 3 labour hours. Solve to find the optimal level of production of A and B. 14



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**2406**

**M.B.A./P.G.D.B.M. EXAMINATION**

(First Semester)

CP-106

E-COMMERCE

*Time : Three Hours*

*Maximum Marks : 70*

**Note :** Attempt *Five* questions in all. Q. No. 1 is compulsory. All questions carry equal marks.

1. (a) What is a firewall ?
- (b) What is a Torjan Horse ?
- (c) Explain the role of browser software in computers.
- (d) What does shttp stand for ?
- (e) What is the data transfer speed in a broadband and 3G connections ?
- (f) What does URL stand for ?
- (g) Differentiate between debit and credit cards.

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2. Write a note on the factors hampering the growth of e-Commerce in India.
3. Who are the parties to Electronic Payment Systems ? How do different forms of EPS work ?
4. Write short notes on the following :
  - (a) EDI
  - (b) VAN.
5. What are various sources of threat in e-Commerce ? What software and other solutions are available to counter these threats ?
6. Define e-CRM and explain its operationalization.
7. Explain various wireless technologies that are facilitating e-Commerce. What are the advantages and limitations of these technologies ?

8. Write short notes on the following :
  - (a) Multimedia
  - (b) Software agents.