

2007 Anna University M.B.A - LEGAL ASPECTS OF BUSINESS JAN07 Question paper

M.B.A DEGREE EXAMINATION, January 2007

First semester

BA1607 –LEGAL ASPECTS OF BUSINESS

Part –a

1. What is consent
2. Define consideration
3. Define void contract
4. Whether an agent and the servant same . give example
5. Define hundi
6. Define ultravires
7. What is the prospectus
8. Define factory
9. What is the objective of VAT
10. What is the medium of payment of wages

Part –b

11. A) what are the characteristics of a company

Or

- b) discuss the exceptions to the doctrine of indoor management.

12. A) give a detailed description of the parties to negotiable instrument

Or

- b) discuss the exceptions of the doctrine of caveat emptor.

13. A) explain the various kind of agreements.

Or

b) examine the essentials of contract.

14. a) explain the conditions on which strikes and lockouts are prohibited

or

b) discuss the provisions regarding the health of workers

15). A) explain the mode of charging the sales tax

Or

b).trace the history of consumer protection act and its relevance today.

BA1602 – ECONOMIC FOUNDATIONS OF BUSINESS ENVIRONMENT

Part –a

- 1. Define national income.**
- 2. State the meaning of balance of payment (BOP).**
- 3. What do you mean by business cycle.**
- 4. Define multiplier.**
- 5. Bring out the importance of money supply.**
- 6. List out the factors determining money supply.**
- 7. What does "philips curve" convey.**
- 8. What do you mean by inflation.**
- 9. Write a short note on foreign trade policy.**
- 10. What do you understand by international trade multiplier.**

Part –b

11. A) explain in detail the circular money flow with saving and investment.

Or

b) enumerate the objectives of Indian economic planning.

12. A) critically examine the phases of business cycles.

Or

b) illustrate the two fiscal methods of fiscal policy to get the economy out of recession.

13. A) what are the various measures available to estimate the money supply . discuss them in detail.

Or

b) explain how expansionary monetary policy works according to 'keynesian view'.

14. a) describe the effects of inflation on output and distribution of income.

or

b) elucidate the causes of unemployment in developing countries.

15). A) what are the various gains that encourage free trade. Explain them in detail.

Or

b). discuss the salient features of EXIM POLICY 2002-2007.

**BA 9202 — ECONOMIC ANALYSIS FOR BUSINESS
(Regulation 2009)**

**Time : Three hours Maximum : 100 Marks
Answer ALL questions**

PART A — (10 × 2 = 20 Marks)

- 1. Distinguish between productive efficiency and economic efficiency.**
- 2. What do you mean by stabilization policy?**
- 3. What is diamond and water paradox?**
- 4. What is marginal revenue product?**
- 5. Define Lerner Index.**
- 6. What is the meaning of pure rent in factor market?**
- 7. What do you understand by supply shocks in macro economic analysis?**
- 8. What is balanced budget multiplier?**
- 9. State Okun's Law.**
- 10. Define money multiplier.**

PART B — (5 × 16 = 80 Marks)

11. (a) Explain production possibility curve for a society and its assumptions. Why is the PPC used for an individual downward sloping? [Marks 16]

Or

(b) Analyze the various approaches towards solving the problem of externalizes. [Marks 16]

12. (a) Explain how elasticity of demand analysis is useful for business decision. [Marks 16]

Or

(b) Elucidate production and cost in the short run. [Marks 16]

13. (a) Describe the price determination under monopolistic competition. [Marks 16]

Or

(b) Critically examine the demand, supply and marginal productivity of labour. [Marks 16]

14. (a) Explain the various concepts national income and its determination.

Explain the difference between stocks and flows of economic variable. [Marks 16]

Or

(b) Describe macro-economic equilibrium with suitable diagrams. [Marks 16]

15. (a) Evaluate the contribution of A.W.H. Philips towards inflation and unemployment. And explain the different methods of controlling inflation. [Marks 16]

Or

(b) Explain money market equilibrium and illustrate the effect of interstate and income on money market. [Marks 16]

**BA 9204 — ORGANIZATIONAL BEHAVIOUR
(Regulation 2009)**

Time : Three hours Maximum : 100 Marks

Answer ALL Questions

PART A — (10 × 2 = 20 Marks)

- 1. Define organizational behaviour.**
- 2. What are the contributing sciences to organizational behaviour?**
- 3. What are the functions of attitudes?**
- 4. Define impression management.**
- 5. What is an informal group?**
- 6. Explain the concept "nominal group technique".**
- 7. List the sources of power.**
- 8. What is charismatic leadership?**
- 9. Name the determinants of organizational culture.**
- 10. List the consequences of stress.**

PART B — (5 × 16 = 80 Marks)

11. (a) Bring out the need and importance of organizational behaviour. [Marks 16]

Or

(b) How does the study of organizational behaviour make you into a better manager? Explain. [Marks 16]

12. (a) Explain the theory of classical conditioning and its practical implications. [Marks 16]

Or

(b) What is perception and what are the factors that affect perception? Discuss in detail. [Marks 16]

13. (a) What are the different forms of groups that exist in an organization? Explain each one briefly. [Marks 16]

Or

(b) What is the role of the informal groups in an organization? Describe. [Marks 16]

14. (a) What are the various leadership styles? Which style would suit best the current situation? Discuss. [Marks 16]

Or

(b) What are the contingencies of power and how does it moderate the effectiveness of power? Discuss in detail. [Marks 16]

15. (a) What are the reasons for resistance to organizational change? How can you overcome them? Explain in detail. [Marks 16]

Or

(b) What are the various sources of work stress? How do we deal with stress in the work place? Explain in detail. [Marks 16]

**BA 9203 — TOTAL QUALITY MANAGEMENT
(Regulation 2009)**

Time : Three hours Maximum : 100 Marks

Answer ALL Questions

PART A — (10 × 2 = 20 Marks)

- 1. What is quality policy?**
- 2. What is quality control?**
- 3. Define quality circle.**
- 4. List the phases of implementation of Taguchi methods.**
- 5. List the control charts for attributes.**
- 6. Define zero-technology.**
- 7. How is the voice of the customer heard?**
- 8. List the phases of bench marking.**
- 9. Define quality culture.**
- 10. Define employee empowerment.**

PART B — (5 × 16 = 80 Marks)

11. (a) Explain the factors that influence end-user perceptions. (Marks 16)

Or

(b) Explain the costs of quality. (Marks 16)

12. (a) Explain Juran's quality trilogy process in detail.

Or

(b) Elaborate on the following :

(i) Masaaki Imai's contribution. (Marks 8)

(ii) Taguchi's loss function. (Marks 8)

13. (a) Using a neat flow diagram, explain the process of selecting the appropriate control chart. (Marks 16)

Or

(b) Elaborate on the principles of re-engineering using appropriate examples. (Marks 16)

14. (a) Explain the seven new management tools. (Marks 16)

Or

(b) Prepare the format of an FMEA table and explain the components with an example of your choice. (Marks 16)

15. (a) Explain the types of quality audits. (Marks 16)

Or

(b) List the elements of ISO 9000 series requirements. (Marks 16)

**BA 9206 — ACCOUNTING FOR MANAGEMENT
(Regulation 2009)**

Time : Three hours Maximum : 100 Marks

Answer ALL questions

PART A — (10 × 2 = 20 Marks)

1. What is book keeping?
2. Define Financial Accounting.
3. What are the uses of balance sheet?
4. Define closing stock.
5. State the meaning of financial statement.
6. What is funds flow statement?
7. What is cost accounting?
8. What is multiple costing?
9. What is material mix variance?
10. What does variance analysis mean?

PART B — (5 × 16 = 80 Marks)

11. (a) Explain the objectives of Financial Accounting. [Marks 16]

Or

(b) Explain the advantages of Human Resource Accounting. [Marks 16]

12. (a) From the following balances extracted at the close of the year ended 31st December 2008, prepare the Profit and Loss Account as at that date.

Rs.

Gross Profit 1,53,000

Carriage Outward 7,500

Salaries 27,500
Discount (Dr.) 1,500
Apprentice Premium (Cr.) 4,500
Rent 3,300
Travelling Expenses 600
Fire Insurance Premium 2,700
Rates and Taxes 1,050
Printing and stationery 750
Trade Expenses 900
Bad debts 6,300 [Marks 16]

Or

(b) From the following particulars, prepare a balance sheet as at 31st December 2008. [Marks 16]

Rs.

Capital 75,000
Buildings 82,500
Furniture 3,750
Bills Receivable 5,250
Sundry Debtors 30,000
Bills Payable 3,750
Sundry Creditors 23,700
Machinery 6,750
Loan to 'B' 7,500
Investments 4,500
Cash in Hand 300
Cash at Bank 5,250
Drawings 4,500
Net Profit 58,350
Stock 10,500 [Marks 16]

13. (a) Discuss the importance of Financial Statements. [Marks 16]

Or

(b) From the following Balance Sheets prepare schedule of changes in Working Capital :

Liabilities Dec. 2008 Dec. 2009 Assets Dec. 2008 Dec. 2009

Rs. Rs. Rs. Rs.

Share Capital 2,00,000 2,50,000 Cash 30,000 47,000
Creditors 70,000 45,000 Debtors 1,20,000 1,15,000
Retained Earnings 10,000 23,000 Stock 80,000 90,000
Land 50,000 66,000
Total 2,80,000 3,18,000 2,80,000 3,18,000 [Marks 16]

14. (a) Explain the differences between Job costing and Process costing. [Marks 16]

Or

(b) Explain the advantages of standard costing. [Marks 16]

15. (a) Discuss the significance of Computerized Accounting System. [Marks 16]

Or

(b) Explain the advantages of Prepackaged Accounting Software. [Marks 16]

BA 9201 — STATISTICS FOR MANAGEMENT

(Regulation 2009)

Time : Three hours Maximum : 100 Marks

(Statistical Table Book needs to be provided)

Answer ALL questions

PART A — (10 × 2 = 20 Marks)

- 1. Define probability.**
- 2. Give example for continuous and discrete variables.**
- 3. What is point estimate?**
- 4. Give the meaning of random sampling.**
- 5. Explain Type I and Type II error.**
- 6. What do you mean by one-tail test?**
- 7. Write the meaning of non-parametric test.**
- 8. How do you find the degrees of freedom in case of chi-square test?**
- 9. Specify the range of correlation.**
- 10. What do you mean by seasonal variation?**

PART B — (5 × 16 = 80 Marks)

11. (a) (i) The probability of appoint of one of the 4 persons namely A, B, C and D in a Company are $\frac{1}{5}$, $\frac{1}{4}$, $\frac{2}{7}$ and $\frac{3}{4}$ respectively. The probability that the company earns profit above Rs. 20,000 per month due to their appointment is $\frac{1}{3}$, $\frac{2}{3}$, $\frac{1}{5}$ and $\frac{2}{5}$ respectively.

What is the probability that the company earns about Rs. 20,000 per month? (Marks 8)

(ii) In a bolt factory machines A, B, C manufacture respectively 25%, 35% and 40% of the total of their output 5, 4, 2 percent are defective bolts. If A bolt is drawn at random from the product and is found to be defective, what are the probabilities that it was manufactured by machine A, B and C? (Marks 8)

Or

(b) Fit a Poisson distribution to the following data and calculate the

theoretical frequencies.

x : 0 1 2 3 4

f : 123 59 14 3 1 (Marks 16)

12. (a) The age of employees in a company follows normal distribution with its mean and variance as 40 years and 121 years respectively. If a random sample of 36 employees is taken from a finite normal population of size 1000, what is the probability that the sample mean is

(i) less than 45

(ii) greater than 42 and

(iii) between 40 and 42? (Marks 16)

Or

(b) A non-normal distribution representing the number of trips performed by Lorries per week in a coal field has a mean of 100 trips and variance of 121 trips. A random sample of 36 Lorries is taken from the non-normal population. What is the probability that the sample mean is (i) greater than 105 trips, (ii) less than 102 trips and (iii) between 101 and 103 trips? (Marks 16)

13. (a) The average number of defective articles in a certain factory is claimed to be less than the average for all the factories. The average for all the factories is 30.5. A random sample of 100 defective articles showed the following distribution.

Class limits : 16-20 21-25 26-30 31-35 36-40

Number : 12 22 20 30 16

Calculate the mean and the standard deviation of the sample and use it to test the claim that the average is less than the figure for all the factories at 5% level of significance. Given $Z(-1.645) = 0.95$. (Marks 16)

Or

(b) Three samples below have been obtained from normal populations with equal variance. Test the hypothesis that the sample means are equal.

I II III

8 7 12

10 5 9

7 10 13

14 9 12

11 9 14 (Marks 16)

14. (a) Two researchers adopted different sampling techniques while investigating the same group of students to find the number of students

falling in different intelligence levels. The results as follows :

No. of students

Researcher Below average Average Above average Genius

X 80 60 44 10

Y 40 33 25 12

Would you say that the sampling techniques adopted by the two researchers are significantly different? (Marks 16)

Or

(b) The production volume of units assembled by three different operators during 9 shifts is summarized in Table 9.26. Check whether there is significant difference between the production volumes of units assembled by the three operators using Kruskal-Wallis test at a significant level of 0.05.

Operator I : 29 34 34 20 32 45 42 24 35

Operator II : 30 21 23 25 44 37 34 19 38

Operator III : 26 36 41 48 27 39 28 46 15 (Marks 16)

15. (a) Obtain the two regression lines : x : 45 48 50 55 65 70 75 72 80 85

y : 25 30 35 30 40 50 45 55 60 65 (Marks 16)

Or

(b) Calculate seasonal index from the following data :

Year (Sales in 100 tonnes)

I quarter II quarter III quarter IV quarter

2005 30 22 15 45

2006 32 24 18 40

2007 35 29 20 37

2008 45 32 14 30

2009 50 30 12 35 (Marks 16)

BA1605 –COMMUNICATION SKILLS

Part –a

- 1. Define personal communication. Does it affect the attitude of individuals.**
- 2. Identify the elements involved communication process**
- 3. How do you give constructive feedback.**
- 4. Name the activities involved in listening.**
- 5. Write the purpose of business letters.**
- 6. Briefly describe the process of writing business messages.**
- 7. Define business report.**
- 8. explain the term proposal . name the types of proposals.**

- 9. What are the different ways of organizing a report.**
10. What is structural coherence helpers.

Part –b

- 11. A) list the type of internal operational and external operational communication that may occur in a medium sized apparel manufacturing unit.**
Or
b) explain the verbal and non verbal barriers to communication.

12. A) meetings involve oral communications . in a meeting a person will be either a leader or a participant. Elucidate the importance leader and participant role in a meeting.

Or

- b) international business would not be possible without international communication . comment on the statement.**

**13. A) in yesterday's daily newspaper you saw an advertisement about some property that just might be what you have been looking for:
Rocky mountain lodge on 269 scenic acres of forest, breathtaking mountain view, running stream through property. Twenty two rooms, 25 baths, large kitchen, dining room , and lobby. Giant fireplace. There service buildings. Two tennis courts, a steal at \$2,450,000 p.o box 7413, Denver , CO 802209.**

One of the industrial clients of your real estate business is seeking a building like this. The area and the price are right. But your client has some specific requirements that the advertisement doesn't cover. So you will write a letter to the advertiser to determine whether the place meets those requirements.

Your client wants a place that is easily accessible through out the year by auto mobile because the building would be used as a corporate retreat and training centre, tow rooms suitable for the meetings of up to 15 people 2 would be needed. Then there should be at least 15 rooms suitable for bed rooms. It would be helpful if the advertiser could send you the picture of the place or a brochure. Also you had like to know the real estate taxes on the property and how old is the structure. You may think o f the facts your client should know before inspecting the property . now write the enquiry letter.

Or

- b) write a sales letter to promote the sales of any one of the following.**
i. a financial product.
ii. an educational service.

14. a) answer the following

i. what are the common characteristics of business reports.

ii. What are the common types of business reports.

or

b) write the detailed answer on the common content for research proposal . give an example of your own research proposal.

15). A) how do you collect data for your report. Describe the merits and demerits of the various data collection methods.

Or

b). write a short report on the topic business communication.

**BA 9253 — SERVICES MARKETING
(Regulation 2009)**

Time : Three hours Maximum : 100 Marks

Answer ALL questions

PART A — (10 × 2 = 20 Marks)

1. Define Service Economy.

2. What are the characteristics of Services?

3. How is Services Classified?

4. What do you mean by forgetting and positioning?

5. Define Service Quality.

6. What is meant by Service Blue Print?

7. What are the determinants of pricing for Services?

8. Define Relationship Marketing.

9. What is Tourism Marketing?

10. What do you mean by Green Marketing?

PART B — (5 × 16 = 80 Marks)

11. (a) Discuss the Nature and Scope of Service Marketing in India. [Marks 16]

Or

(b) "Many Economies in the world are transforming as Service Economies".

Is this a positive direction? Why? [Marks 16]

12. (a) Choose a service of your choice and explain the Marketing Mix for

Services? (7 ps) [Marks 16]

Or

(b) What are the basic steps in Market Segmentation? What specific challenges exist for service organizations when it comes to segmentation? [Marks 16]

13. (a) Explain the SERVANT model with examples. [Marks 16]

Or

(b) Explain how the "Service Quality Delivery" in financial products are improved by technology. Illustrate with examples. [Marks 16]

14. (a) What is customer focused pricing? Analyze the pricing strategies involved in Cellular Services Industry. [Marks 16]

Or

(b) (i) What is Service Positioning?

(ii) "The Performance of Service Delivery Systems is frequency judged in terms of efficiency and productivity. Discuss. [Marks 16]

15. (a) There is feeling among people that Private Banks Operating in India give better service and perform better than the Nationalized Banks. Do you agree? Why? [Marks 16]

Or

(b) Suggest suitable strategies to promote Indian Tourist destinations to the global market. Justify. [Marks 16]

BA 9202 — ECONOMIC ANALYSIS FOR BUSINESS
(Regulation 2009)

Time : Three hours Maximum : 100 Marks

Answer ALL questions

PART A — (10 × 2 = 20 Marks)

1. Distinguish between productive efficiency and economic efficiency.
2. What do you mean by stabilization policy?
3. What is diamond and water paradox?
4. What is marginal revenue product?
5. Define Lerner Index.
6. What is the meaning of pure rent in factor market?
7. What do you understand by supply shocks in macro economic analysis?
8. What is balanced budget multiplier?

9. State Okun's Law.

10. Define money multiplier.

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Why is the PPC used for an individual downward sloping?[Marks 16]

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(b) Analyze the various approaches towards solving the problem of externalizes.[Marks 16]

12. (a) Explain how elasticity of demand analysis is useful for business decision.[Marks 16]

Or

(b) Elucidate production and cost in the short run.[Marks 16]

13. (a) Describe the price determination under monopolistic competition.[Marks 16]

Or

(b) Critically examine the demand, supply and marginal productivity of labor.[Marks 16]

14. (a) Explain the various concepts national income and its determination.

Explain the difference between stocks and flows of economic variable.[Marks 16]

Or

(b) Describe macro-economic equilibrium with suitable diagrams.[Marks 16]

15. (a) Evaluate the contribution of A.W.H. Philips towards inflation and unemployment. And explain the different methods of controlling inflation.[Marks 16]

Or

(b) Explain money market equilibrium and illustrate the effect of interest rate and income on money market.[Marks 16]

