

Question Paper Set of

F.Y.B.B.I. – Sem-I

Regular Exam

University of Mumbai

October, 2019

PRAHLADRAI DALMIA LIONS COLLEGE OF COMMERCE & ECONOMICS	
DEPARTMENT: BANKING & INSURANCE	SEMESTER: I
CLASS: FYBBI	SUBJECT: FINANCIAL ACCOUNTS (SET 1)
MARKS: 75	TIME: 2 HRS. 30 MINS.

Q1) A) Fill in the blanks (Any 8)

(8)

1. Book Keeping records only the _____ transactions of business.
2. _____ concept is the basic idea that the business is separated from the owner.
3. Cash account is _____ account.
4. _____-discount is allowed in order to recover the amount due in time.
5. Journal is a book of _____ entry.
6. _____ means transfer of entry from journal to the concerned account in the ledger.
7. Asset account shows _____ balance.
8. Capital expenditure is _____ expenditure.
9. In _____ method an issue of stock is valued at the oldest rate.
10. _____ means a page number or leaf number.

Q1) B) State whether the following statements are true or false (Any 7)

(7)

1. Cash received on sale of old furniture is capital receipt.
2. Accounting Standard 1 deals with disclosure of accounting policies.
3. FIFO Method assumes that the latest items are in stock.
4. Written down value method is also known as straight line method.
5. All facts whether material or immaterial are recorded in accounts.
6. Error committed due to lack of knowledge is called as error of omission.
7. Accounting Standards are issued by ICAI.
8. Bank account is a personal account.
9. Land is not a depreciable asset.
10. Hire purchase agreement normally last more than one year.

Q2) Journalise the following transactions in books of Mr. Brindra:

(15)

Date	Particulars
1/7/2016	Started business with cash Rs 200000, Goods Rs10000 & Computer Rs 20000.
4/7/2016	Paid into Dena Bank Rs100000.
8/7/2016	Bought goods on credit from Mona Rs8000 at 6% Trade discount.
12/7/2016	Sold goods to Nayna of Rs8000 at 5% Trade discount.
14/7/2016	Goods worth Rs1050 destroyed by fire.
18/7/2016	Received cash of Rs 7500 from Nayna in full settlement of her account.
21/7/2016	Drawn from bank Rs5000 for his personal purpose.
24/7/2016	Paid cash of Rs7400 to Mona in full settlement of her account.
26/7/2016	Paid house rent Rs2000.
29/7/2016	Sold goods worth Rs10000 to Divakar who paid us Rs6000 on account.

30/7/2016	Paid for Postage & Telegram Rs 5000.
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OR

Q2)A From the following transactions prepare Madhav A/c in books of Keshav. (7)

Date	Transactions
1/5/2011	Madhav A/c shows Dr. Balance Rs5000
2/5/2011	Sold goods on credit to Madhav Rs3000
3/5/2011	Madhav paid cash Rs4000
8/5/2011	Madhav returned goods of Rs300
15/5/2011	Credit sales to Madhav Rs2500
25/5/2011	Received cash from Madhav Rs2600 & discount allowed Rs200
31/5/2011	Madhav settled his account by paying Rs3200.

Q2)B Prepare Trial balance from the following ledger of Shri. Ganesh as on 31st March 2010. (8)

Particulars	Amt	Particulars	Amt
Capital	50000	Furniture	20000
Debtors	25000	Advertisement	10000
Wages	15000	Bad debts	10000
Depreciation	10000	Sales	40000

Q3) New Trading Co purchased Machinery for Rs90000 on 1st April 2008. On 1st October 2008 additional Machinery was purchased for Rs 60000. On 1st October 2010 the company sold the Machinery purchased on 1st October 2008 for Rs40000. Depreciation is to be charged at 10% p.a. under Straight Line Method on 31st March every year. Prepare Machinery A/c & Depreciation A/c for three years i.e 2008-09, 2009-10 & 2010-11. Assuming that financial year closes on 31st March every year. (15)

OR

Q3) Following is the record of transactions regarding Purchase & Sales of Mr. Ram. (15)

Date	Particulars	Units	Rate
1/3/2017	Opening Balance	1500	50
6/3/2017	Purchases	2000	60
12/3/2017	Sales	2500	80
15/3/2017	Purchases	1500	65
21/3/2017	Sales	2000	90
25/3/2017	Purchases	1800	70
28/3/2017	Sales	1000	95

Ascertain the value of Closing Stock under FIFO & Weighted Average Method.

Q4) Trial balance of Ganesh as on 31st March 2014 is as follows: (15)

Particulars	Dr Amt	Particulars	Cr Amt
Opening Stock RM	250000	Sales	780000
Opening Stock WIP	80000	Capital	850000
Opening Sock FG	220000	Creditors	52000
Purchases	215000	Discount	2500
Building	150000	Bills Payable	34000
Plant & Machinery	360000		
Furniture	40000		

Trade mark	30000		
Wages	83000		
Factory Taxes	4000		
Motive Power	9000		
Factory Insurance	5000		
Salary to office staff	11000		
Office Rent	10500		
Carriage Inward	2500		
Printing & Stationery	21000		
Sales Return	11000		
Advertisement	5500		
Debtors	82500		
Miscellaneous Expense	5500		
Bills Receivable	16000		
Cash Balance	107000		
Total	1718500	Total	1718500

Adjustments :

- 1) Closing Stock of Raw Material Rs85000, Work in progress Rs30000, Finished Goods Rs205000.
- 2) Factory tax prepaid Rs2000.
- 3) Depreciation on following assets : Furniture 10%, Plant & Machinery 15%, Trade Mark 20% & Building 5%.

Prepare Final Accounts (Manufacturing Account , Trading Account and Profit and Loss Account and Balance Sheet).

OR

Q4) From the following Trial Balance as on 31st March 2017 of Mr. Rudra , prepare Manufacturing Account , Trading Account and Profit and Loss Account for the year ended 31st March, 2017 and Balance Sheet as on that date. (15)

Trial Balance of Mr. Rudra as on 31st March, 2017

Particulars	Dr Amt	Cr Amt
Capital		80,000
Drawings	10,000	
Opening stock - Raw materials	10,000	
Opening stock - work in progress	9,000	
Opening stock – Finished goods	17,000	
Purchase of raw material	1,08,000	
freight on raw material	6,000	
Direct wages	44,000	
Factory rent	18,000	
Factory power and fuel	9,000	
Factory supervisors salary	10,000	
Machinery	70,000	
Sales		3,45,000
Office expenses	24,000	
Cash at bank	5,000	
Selling and distribution expenses	20,000	

Interest	7,000	
Insurance premium	10,000	
Creditors		18,000
Bad debts	1,000	
Provisions for Bad Debts		2,000
Sundry Debtors	70,000	
Bills Payable		3,000
TOTAL	4,48,000	4,48,000

Following further information is provided to you :

- 1) Closing stock as on 31 March 2017 was Raw materials Rs 10,000, work in progress Rs 7,000, Finished goods Rs 15,000.
- 2) Depreciate machinery @ 10%p.a.
- 3) During the year finished goods destroyed by Fire were Rs 5,000. Insurance company admitted the claim for Rs 3,000.
- 4) Provide Reserve for Doubtful debts @ 5% on Debtors.
- 5) Factory rent outstanding is Rs 2000.

Q5) A Define Book Keeping & Explain its features.

(8)

Q5) B Explain advantages of Double Entry System.

(7)

OR

(15)

Q5) C) Write Short Notes (Any 3)

1. Manufacturing A/c with examples.
2. WDV Method of Depreciation with examples.
3. Business Entity & Money Measurement concept.
4. Capital Expenditure with examples.
5. Branches of accounting.

PRAHLADRAI DALMIA LIONS COLLEGE OF COMMERCE & ECONOMICS	
DEPARTMENT: BANKING & INSURANCE	SEMESTER: I
CLASS: FYBBI	SUBJECT: ECONOMICS (SET 3)
MARKS: 75	TIME: 2HRS.30 MINS.

Q1. A Match the columns (ANY8)

Column A	Column B
TC – TVC	Advantages of large scale production
Alternate cost	Kinked demand curve
Economies of scale	Perfectly elastic demand
Oligopoly	Mark up
Infinite	Marginalism
Convex to origin	Opportunity cost
$n = (P-C) / C$	Monopolistic competition
Increase by 1 unit	Survey method
Selling cost	TFC
Delphi Method	Isoquants

Q1. B State whether following statements are true or false (ANY7)

- Cross elasticity between substitute goods is negative.
- Dumping is a form of international price discrimination.
- Demand curve under monopoly is a flatter curve.
- Economies are disadvantages of large scale production.
- $MR = \Delta TR / \Delta Q$.
- Equation refers to specific relationship between two variables.
- Monopolist is a price taker.
- Demand forecasting is helpful to calculate demand estimates of only past.
- Advertising is a feature of perfect competition.
- Long run average cost curve is a flatter U shaper curve.

2. ANSWER THE FOLLOWING QUESTIONS

- Explain nature of demand curve under different markets.
- Discuss nature and scope of business economics.

OR

- Explain meaning and significance of demand forecasting.
- What is cross elasticity of demand? Explain its types in detail.

3. ANSWER THE FOLLOWING QUESTIONS

- Explain law of variable proportions in detail.
- Explain various types of cost.

OR

- Given $TFC = 120$, Calculate TC, AFC, AVC, AC, MC on the basis of the following data:

TVC	20	30	45	50	70	100	140	200
UNITS (Q)	1	2	3	4	5	6	7	8

- What is break even analysis? Explain in detail with assumptions and diagram.

Q4. ANSWER THE FOLLOWING QUESTIONS

A. What is monopoly? Explain its features in detail.

(8)

B. What is monopolistic competition? Explain its long run and short run equilibrium.

(7)

OR

C. Explain and discuss short run equilibrium under perfect competition.

(8)

D. What oligopoly? Explain the concept and types of price rigidity in detail.

(7)

Q.5 ANSWER THE FOLLOWING QUESTIONS

A. What is pricing? Explain multiple product pricing and marginal product pricing.

(8)

B. Explain various degrees of price discrimination.

(7)

OR

C. Write short notes on the following (ANY 3 OUT OF 5)

(15)

a) Disadvantages of advertising

b) Ratio method of measuring elasticity of demand

c) Selling cost

d) External economies of scale

e) Movements in demand

PRAHLADRAI DALMIA LIONS COLLEGE OF COMMERCE AND ECONOMICS

SEMESTER END EXAMINATION, OCTOBER 2019

DEPARTMENT : BBI	SEMESTER : I
CLASS: FYBBI	SUBJECT: BUSINESS COMMUNICATION – (Set 2)
Time: 2:30 Hrs	Marks: 75

Q1. A. State whether the following statements are true or false: (Any 8)

8

- Reward is a positive feedback.
- Horizontal communication often leads to ego clashes.
- Colours cannot convey message.
- Communication gap cannot be created due to distance and not due to time.
- Listening involves simple hearing.
- If you have people who work under you, always remember to take credit of their work.
- Writing a letter of acceptance on being selected is a positive move.
- Emails can be marketing tools.
- Use of jargons shows your command over the language.
- You should take at least few days before responding to your emails.

Q1. B. Match the following: (Any 7)

7

1. Negative feedback	a. Study of Eye contact
2. Memo	b. Punishment
3. Oculesics	c. Listening in between the lines
4. Good Listening	d. End of the Email
5. Silence	e. Involves assessment of symbols used
6. Signature	f. Level of authority
7. Decoding	g. Warning letter
8. Hierarchy	h. Beginning of the Email
9. Ecommerce	i. Electronic means of conducting business
10. Main idea	j. Needs mental discipline

Q2. A. Explain 7 C's of communication.

8

B. Explain and illustrate process of communication.

7

OR

Q2. C. Explain the advantages and disadvantages of vertical communication.

8

D. What are the advantages of effective listening?

7

Q3. Explain the forms of non verbal communication in detail.

15

OR

Q3. Explain business ethics with special reference to social media.

15

Q4. A. Write an application letter in response to the following advertisement:

"A reputed textile mill requires salesman/ sales girl, having 3 years of experience and fluent in English. Apply with a bio data to Box No, B- 37, The Times of India, Mumbai".

10

B. Ms. Anahita Khan has been offered the post of an Accounts Manager in Blue Nine Computers, Thane. Draft a letter of job acceptance on his behalf. Use the Full Block Layout.

5

OR

Q4. C. Draft a letter of Application with Curriculum Vitae for the post of Marketing Executive in Kuber Pvt. Ltd. Use the Modified Block Layout. 10

D. Kapil Sharma has been offered the post of General Manager in Siska Ltd. Write a letter of acceptance on his behalf. Use the Semi Block Format. 5

Q5. A. Elaborate on the importance of body language in communication. 7

B. Explain the advantages and disadvantages of formal communication. 8

OR

Q5. Write short notes on the following (Any three) 15

1. The Halo Effect
2. Telephone as a medium of communication
3. Open door policy
4. Importance of Computer Ethics.
5. Education and Training in Business organization.

PRAHLADRAI DALMIA LIONS COLLEGE OF COMMERCE & ECONOMICS	
DEPARTMENT: BANKING & INSURANCE	SEMESTER: I
CLASS: FYBBI	SUBJECT: F.C. (SET 2)
MARKS: 75	TIME: 2 HRS.30 MINS.

Q1A) Choose the correct alternative: (Any 8)

(8marks)

1. The eight schedule of Indian Constitution enumerates languages.
(22, 26, 29)
2. India is the largest country by area in the world.
(fourth, seventh, tenth)
3. Opposed the practices of Sati.
(Raja Ram Mohan Roy, Mahatma Phule, Sardar vallabhabhai Patel)
4. Denial of share in property is a form of violence.
(domestic, psychological, spiritual)
5. The Constitution of India came into effect on 1950.
(26th November, 26th December, 26th January)
6. Dr. Ambedkar burnt Manu Smriti symbolically in 1927 to destroy and caste discrimination.
(child labour, child marriage, untouchability)
7. refers to the attachment towards one's own region.
(Regionalism, Linguism, Communalism)
8. Lord Mahavir is the 24th Trithankar of
(Jainism, Buddhism, Judaism)
9. Is the National Party.
(Akali Dal, Telugu Desam, BJP)
10. India has a Party system.
(multi, double, single)

Q1B) State True or False (Any7)

(7 marks)

1. Prophet Mohommed Paigambar founded Islam.
2. Raja ram Mohan Roy opposed sati system.
3. Cataract is not realted to blindness.
4. The eight fold path was given by Lord Buddha.
5. Indian Constitution is known as the world largest Constitution.
6. Dr. B.R. Ambedkar is the chief architect of Indian Constitution.
7. Defection is a major problem for all political parties in India.
8. In Hinduism there are five varnas.
9. Communalism is equal to secularism.
10. According to Jesus Christ, desire is the root cause of sorrow.

Q2A) Explain the factor responsible for declining gender ratio in India.

(15 marks)

(OR)

Q2B) Explain the various issues relating to Orthopedically challenged persons.

(15 marks)

Q3A) Corament on Diversity As Differences.

(15 marks)

(OR)

Q3B) Explain Regionalism. Describe the causes of Regionalism.

(15 marks)

Q4A) Define Fundamental Duties and also explain the importance of fundamental duties of the citizen in India.

(15 marks)

(OR)

Q4B) Explain the basic features of Indian Constitution.

(15 marks)

Q5A) Bring out the role and significance of women in politics.

(15 marks)

(OR)

Q5B) Short notes: (Any 3)

(15 marks)

1. Tribal Characteristics.
2. Status of Women in the Vedic Period.
3. Socially Handicapped.
4. Regional Variation.
5. Peace and Communal Harmony.

PRAHLADRAI DALMIA LIONS COLLEGE OF COMMERCE & ECONOMICS	
DEPARTMENT: BANKING & INSURANCE	SEMESTER: I
CLASS: FYBBI	SUBJECT: QUANTITATIVE METHODS (SET 3)
MARKS: 75	TIME: 2 HRS. 30 MINS.

- N.B.** 1) All questions are compulsory .
 2) Graphs to be supplied on request.
 3) Use of non-programmable calculator is allowed.
 4) Figures to the right indicate full marks.

Q1.A. Choose the correct alternatives (Attempt any eight)

(8)

- To draw less than Ogive ----- are plotted against cumulative frequency of each class
 - Class mark
 - Lower limit
 - Upper limit
- can't be located graphically.
 - Mean
 - Median
 - Mode
- Index Number for base year is always -----
 - 0
 - 100
 - Any value
- If standard deviation of the given distribution is 4 then its variance is -----
 - 2
 - 4
 - 16
- The coefficient of correlation between two variables is ----- between two regression coefficients
 - Arithmetic mean
 - Geometric mean
 - Harmonic mean
- We use regret table for calculating -----
 - EOL
 - EMV
 - Average
- Median of the data 45, 50, 54, 56, 60, 65 is-----
 - 45
 - 65
 - 55
- The extra time given to a policy holder to pay a premium after its due date is over is called as-----
 - Maturity period
 - Grace period
 - Lapse
- In Paasche's Index Number ,----- year quantity is used
 - Base
 - Current
 - Both
- Difference between upper limit & lower limit of each class is known as-----
 - Class width
 - Class mark
 - Range

Q1.B. State whether the following statements are true or false (Attempt any seven) (7)

1. If A & B are complementary events then $P(A) + P(B) = 1$
2. For calculating the surrender value, the duration of the policy is taken as product between the date of surrender & date of commencement
3. The tabulated rate of annual premium is expressed per Rs. 100.
4. If $y = a + bx$ is the regression equation then y is known as dependent variable & x is known as independent variable.
5. Quartile deviation is relative measure of dispersion.
6. Dorbish –Bowley's Index number is calculated as arithmetic mean between Laaspere's & Paasche's Index number.
7. There can't be more than one modal value in a frequency distribution.
8. To draw frequency polygon, frequencies are plotted against class mark of each class.
9. If correlation coefficient is zero then there is no association between two variables.
10. Laplace criteria is decision making under risk.

Q2A. Locate median of the given distribution graphically. (8)

Bursting pressure in kg	5 – 10	10 – 15	15 – 20	20 – 25	25 – 30	30 – 35
Number of polythene	5	15	20	25	10	5

B. The following data represents the monthly expenditure of 150 families. Find mean & mode of the Distribution (7)

Expenditure in '000 Rs	10 – 12	12 – 14	14 – 16	16 – 18	18 – 20
No. of families	30	25	45	30	20

OR

Q2C. Calculate 3rd decile & 85th percentile of the distribution given below. (8)

No. of bulbs manufactured	100 – 110	110 – 120	120 – 130	130 – 140	140 – 150	150 – 160
No. of workers	4	7	20	9	6	4

D. Calculate median & mode of the distribution given below. (7)

Monthly electricity bill paid in Rs.	500 – 600	600 – 700	700 – 800	800 – 900	900-1000
No. of families	200	300	400	250	100

Q3A. A class of 150 students is divided into two groups containing 100 girls & 50 boys. The mean marks obtained by girls are 60 & the mean marks obtained by boys are 90. The standard deviation of girls is 4 marks & boys is 6 marks. Determine the mean & standard deviation of all the 150 students together (8)

B. Find quartile deviation of the given distribution (7)

Weight in kg	5 – 10	10 – 15	15 – 20	20 – 25	25 – 30	30 – 35
No. of people	30	40	55	35	30	10

OR

Q3C. Find the regression equations of both lines from the data given below.

Mean of $x = 30$, Mean of $y = 50$, Standard deviation of $x = 4$, Standard deviation of $y = 5$, correlation coefficient between x & $y = 0.7$. Hence, estimate the value of y when $x = 10$ & the value of x when $y = 12$ (8)

D. Find Karl Pearson's correlation coefficient between x & y (7)

x	45	50	40	60	55
y	15	20	10	30	25

Q4.A. Calculate Fisher's Index number from the data given below (10)

Commodity	Year 2015		Year 2017	
	Price in Rs.	Quantity in kg	Price in Rs.	Quantity in kg
A	10	30	12	28
B	15	23	15	20
C	50	50	80	36
D	20	25	30	16

B. A random variable X has the following probability distribution. Find mean & Variance of the distribution. (5)

$X = x$	0	1	2	3	4
$P(X = x)$	0.25	0.24	0.33	0.17	0.01

OR

Q4C. A company has sold a Rs.1,00,000 endowment policy for 10 years for a person who wishes to pay half yearly premium. The tabulated annual premium rate is Rs.66.80 per thousand. The company adds extra Rs.5 for half yearly mode of payment. The company also offers a reduction of Rs.2 per thousand in the premium sum assured when the sum amount is Rs. 50,000 or more. Find half yearly premium amount. (8)

D. Construct a decision tree & Suggest best alternative using EMV method (7)

States on nature	Alternative (Pay off in Rs.)		
	A1	A2	A3
N1(0.4)	1000	3500	-500
N2(0.3)	800	1500	2000
N3(0.3)	2000	-1200	2800

Q5 A. Explain various types of criteria of Decision making Under Uncertainty (8)

B. What are the properties of Normal Distribution? (7)

OR

Q5 C. Write short notes on (Attempt any three) (15)

1. Merits & demerits of standard deviation
2. 'Surrender value' & 'Paid up value' in insurance
3. Correlation
4. Cost of living index
5. Sample space & Independent events

PRAHLADRAI DALMIA LIONS COLLEGE OF COMMERCE & ECONOMICS

DEPARTMENT: BANKING & INSURANCE

SEMESTER: I

CLASS: FYBBI

SUBJECT: E. M. F. S. (SET 1)

MARKS: 75

TIME: 2 HRS. 30 MINS.

Q. 1) A] Fill in the blanks with right option. {Any 8}

[8 marks]

- 1) Unit _____ of India (UTI).
(Trust, target, tool, Transaction)
- 2) A bills of exchange is an important instrument widely used in the discharge of _____.
(Settlement, Asset. Obligation, ideas)
- 3) CC stand for _____.
(Carbon copy, carbon credit, cash credit, cash call)
- 4) One of the bancassurance partner with LIC is _____.
(Indian overseas bank, bank of india, SBI, BOB)
- 5) The report on financial system submitted by Narsimham committee in _____.
(1990, 1991, 1992, 1993)
- 6) _____ pillars is the Basel I frameworks.,
(4, 3, 2, 1)
- 7) _____ is the Non-Financial risk.
(Interest rate risk, Liquidity risk, Exchange Risk, Legal Risk)
- 8) Banking Regulation act was passed in the year _____.
(1949, 1956, 1934, 1999)
- 9) _____ is a development bank.
(HDFC, IFCI, SBI, Kotak Bank)
- 10) For setting up new branch of bank need to take approval of _____.
(Basel committee, Government of India, RBI, Finance Minister)

Q. 1) B] Write true or false. {Any 7}

[7 marks]

- 1) Insurance help to cover only loss.
- 2) In re-insurance, customer directly goes to reinsurer.
- 3) T-pin is given for tele banking.
- 4) Credit card and debit cards are same.
- 5) Prime lending rate is lowest rate of bank which is charged from best customers.
- 6) Insurance is regulated by RBI.
- 7) The objective of commercial bank is to make profit.
- 8) Insurance penetration in India is just 4.6% in case of life insurance.
- 9) Financial Service is not perishable in nature.
- 10) Underwriters buy remaining unsold shares.

Q. 2) A] Explain different types of cashless payment methods.

[8 marks]

B] Explain fee based financial service.

[7 marks]

OR

C] Write Scope of banking.

[8 marks]

D] Explain Different types of loans and advances provided by the bank.

[7 marks]

Q.3) A] Write non fund based activities and service of the bank.

[8 marks]

B] Write Primary Function of insurance.

[7 marks]

OR

C] Explain Bank rate, Prime Lending Rate, Repo rate and reverse Repo rate.

[8 marks]

D] Explain Principle of indemnity, utmost good faith and insurable interest.

[7 marks]

Q. 4) A] Write impact of Merger and Acquisition in banking sector.

[8 marks]

B] Write types of risk in banking organization.

[7 marks]

OR

C] Write distribution system of life insurance.

[8 marks]

D] Explain BASEL II accord.

[7 marks]

Q. 5) A] Write Objective of ALM.

[8 marks]

B] Write functions of reserve bank.

[7 marks]

OR

C] Write Short notes: {Any 3}

[15 marks]

- 1) Mahila Bank
- 2) Shares
- 3) SLR & CRR
- 4) RRB
- 5) Double insurance

PRAHLADRAI DALMIA LIONS COLLEGE OF COMMERCE & ECONOMICS	
DEPARTMENT: BANKING & INSURANCE	SEMESTER: I
CLASS: FYBBI	SUBJECT: PRINCIPLES OF MANAGEMENT(SET 1)
MARKS: 75	TIME: 2HRS. 30 MINS.

QI)A) FILL IN THE BLANKS- (ANY 8)

(8M)

1. Management uses _____ of Management.
a. 4M's b. 6M's c. 7M's
2. Family run business is less _____.
a. Profitable b. Demanded c. Professionalized
3. Planning is a _____ process.
a. Mental b. Virtual c. Rigid
4. Banks needs _____ customers.
a. Loyal b. Floating c. Old
5. KYC is a part of _____ risk.
a. Technical b. operational c. credit
6. Informal organization uses _____ as communication.
a. Internet b. Press release c. Grapevine
7. In a small bank the _____ is all in all.
a. Chief manager b. CEO c. General manager
8. Narayan Murthy co-founded _____.
a. Godrej group b. Infosys Ltd c. Hinduja group
9. _____ has made positive contribution to Indian IT sector.
a. Aditya Birla b. Mr. Azim Premji c. Verghese Kurien
10. Departmentation by process ensures _____.
a. Settlement b. Specialization c. Negotiation

QI)B) REWRITE THE STATEMENT AND STATE WHETHER TRUE OR FALSE- (ANY 7)

(7M)

1. Managers must behave professionally.
2. Traditional management is autocratic.
3. Employee participation facilitates information saving.
4. Formal organization is unwritten.
5. Co-ordination is a fixed entity.
6. Small banks set up zonal offices.
7. Management is a physical science.
8. Shri.Dhirubhai Ambani is a son of a school teacher.
9. Godrej properties are one subsidiary of Godrej group.
10. The president of ADB has always been American.

QII)A) What are the importance of management?

(8M)

QII)B) Explain the characteristics of profession.

(7M)

OR

QII)C) Difference between traditional and contemporary management

(8M)

QII)D) What are the contributions of F.W. Taylor in scientific management

(7M)

QIII)A) Explain the features of communication (8M)

QIII)B) What do you mean by MBO? And explain the steps in MBO process (7M)

OR

QIII)C) Explain the functions of management related to banking (8M)

QIII)D) Importance of controlling (7M)

QIV)A) Explain the importance of organization structure (8M)

QIV)B) Explain regional organization with its benefits and drawbacks (7M)

OR

QIV)C) Difference between formal and informal organization (8M)

QIV)D) Explain organizational structure of banking companies. (7M)

QV)A) J.R.D Tata

QV)B) Anand Mahindra (8M)

(7M)

OR

QV)C) WRITE SHORT NOTES ON- (ANY 3) (15M)

1. Nature of Management
2. KYC
3. Contributions of Peter Drucker
4. Committee organization
5. Steps in control process