

CLASS-FYBBI  
Max. Time-2½ Hrs.

SUB : QUANTITATIVE METHODS-II  
Max.Marks : 75

**Instructions :-**

- 1) All questions are compulsory.
- 2) Attempt both the Sections I and II.
- 3) Use of non-programmable calculator is allowed.

Q.I. A. Fill in the blanks (10 Sentence each with three options Any 8) 8 Marks

- 1) The hypothesis rejecting the null hypothesis is called the \_\_\_\_\_  
a) alternate b) null c) neutral d) non-significance
- 2) If we reject when  $H_0$  is actually true then we are committing \_\_\_\_\_ error  
a) Type I b) Type II c) positive d) both
- 3) linear programming forms the basic foundation for an important of mathematics and Statistics called \_\_\_\_\_  
a) Linear Research b) Operations Research c) Computer Programming d) none of these
- 4) The linear function  $z$  which is to be minimized or maximized in a L.P.P then is called \_\_\_\_\_ constraints  
a) decision variable b) objective function c) optimum function d) logical function
- 5) A Matrix with all elements of value zero is called \_\_\_\_\_  
a) identity Matrix b) square matrix c) null matrix d) none of these
- 6) The matrix obtained from a given matrix by interchanging rows and columns is called \_\_\_\_\_  
a) negative matrix b) transpose matrix c) unit matrix d) none of these
- 7) The systematic risk is the risk \_\_\_\_\_ the market risk  
a) related to b) independent of c) that is double of d) none of these
- 8) Return is calculated as total gain divided by \_\_\_\_\_ as %  
a) selling price b) purchase price c) discounted price d) return price
- 9) NDP  
a)  $GNP - \text{Depreciation}$  b)  $NNP - \text{Depreciation}$  c)  $GDP - \text{Depreciation}$  d) none of these
- 10) Infrastructure facilities consist of \_\_\_\_\_.  
a) Railways b) Inflation c) income d) real come

Q.I. B. State whether the following statements are True or False 7 Marks  
(10 Sentence each with three options Any 7)

- 1) Test statistic is used to decide whether to accept or reject  $H_0$ .
- 2) The hypothesis of rejecting the null hypothesis is called wrong hypothesis.
- 3) Type I error when a true hypothesis is rejected.

- 4) A linear programming problem always has a solution.
- 5) Simplex method is easier than graphical method.
- 6) A feasible solution satisfies only the constraints and not the non-negativity conditions.
- 7) The sum of two identity matrices is an identity matrix
- 8) The sum of two null matrices is a null matrix.
- 9) The expected return is calculated from the mean deviation of the returns.
- 10) Business risk is a type of systematic risk.

Q.2:

- A What are type I and type II errors. Explain briefly (8)
- B Explain level of significance, Null Hypothesis and Alternate Hypothesis. (7)  
OR
- C Explain duality in linear programming with an example. (8)
- D Explain the term slack variable, surplus variable and artificial variable (7)

Q.3

- A. If  $A = \begin{pmatrix} 3 & 7 \\ 1 & 4 \end{pmatrix}$  and  $B = \begin{pmatrix} 2 & 5 \\ 1 & 0 \end{pmatrix}$ , find (i)  $(A + B)$  (ii)  $(A - B)$ . (8)
- B. Find the inverse of matrix A using elementary transformations where  
 $A = \begin{pmatrix} 3 & 1 \\ 0 & 2 \end{pmatrix}$  (7)  
OR
- C Solve the following equations in using Cramer's Rule. (8)  
 $5x + 2y = 21$ ,  $3x - 4y = 7$
- D Write a note on Types of matrices (7)

Q.4

- A. Explain briefly the concept of ratio, compound ratio, inverse ratio and continued ratio (8)
- B. A person saved 13% of her income if her savings rs.2106.find her income (7)  
OR
- C Find three positive numbers in the ratio 1:4:2 such that the sum of their squares is 1701. (8)
- D In 4 days, 6 workers make 8 chairs. In 7 days how many chairs will 9 workers make (7)

- Q.5**
- A) What are problems in estimating the GDP of india ? Elaborate**
  - B) Nominal GDP and Real GDP**
  
  - C. Short Notes (out of 5 Any 3) 15 Marks**
    - a) What are Problems in estimating the GDP of India? Elaborate.
    - b) Explain briefly External Economics indicators
    - c) What are different types of risk
    - d) Explain beta of security
    - e) Inflation and price level

LIBRARY

Max Time: 2 ½ hrs.

Subject: FA II

Max Marks: 75

Q.Code:

Instructions:

All Questions are compulsory.

Figures to right indicate full marks.

F4BBT Sem-II

Q.1.A.State whether True or False. [Any Eight]

[8M]

1. Goodwill consists of the super earning power.
2. A company can buy back any security.
3. Bonus shares can be issued out of CRR.
4. Debentures cannot be exchanged for new shares.
5. FMP is considered in valuation of Goodwill.
6. Equity shares can be redeemed by a company.
7. Debentures can be redeemed at discount.
8. Goodwill is fictitious asset.
9. After buy back debt equity ratio should not exceed 2:1.
10. Capital reserve is a divisible profit.

Q.1.B.Match the following.

[Any Seven]

[7M]

Group A	Group B
1. Equity shares	a. Intangible Asset
2. Debentures	b. Tangible Asset
3. Sections 55	c. Buy Back of shares
4. Sections 68	d. Fluctuating Dividend
5. Dividend Equalization Reserve	e. REDEMPTION OF preference shares
6. Goodwill	f. Fixed Dividend
7. Machinery	g. SEBI Guidelines
8. Buy back of shares	h. Repurchases of shares
9. Preference shares	i. Fixed Interest
10. Buy back must be as per	j. Divisible profit

Q.2.Following is the Balance sheet of Ninad Ltd. as on 31/3/2015.

[15M]

Liabilities	Rs.	Assets	Rs.
Equity shares of Rs. 10 each	5,00,000	Fixed Assets	7,00,000
8% Preference shares of RS. 100 Each	1,00,000	Current Assets	4,80,000
Reserves and Surplus	2,00,000	Preliminary Expenses	20,000

7.5% Debentures on Rs.100 each	2,00,000		
Unsecured Loans	1,00,000		
Current Liabilities	1,00,000		
Total	12,00,000		12,00,000

Additional information:

I. Details of sales expenses and interest for the last five years for the year ended are as under:

Particulars	31/3/2011 Rs.	31/3/2012 Rs.	31/3/2013 Rs.	31/3/2014 Rs.	31/3/2015 Rs.
Sales	450000	550000	700000	400000	800000
Expenses	175000	290000	300000	155000	400000
Interest on Loans	10000	20000	25000	30000	10000
Interest on Debentures	15000	15000	15000	15000	15000

1. Fixed assets are valued at Rs.10,00,000 and current assets are valued at Rs.6,00,000
2. Normal Rate of Return is 12.5%
3. Rate of Income Tax is 40%
4. Calculate
  - a. Net Assets Method
  - b. Earning Capacity Method
  - c. Fair Value Method

OR

Q.2.Reena, Sheena and Reema are partners in a firm. Sharing profit and loss in the ratio 5:2:1. The partnership deed provides that in the event of retirement or death of a partner goodwill is to be valued as three years purchase of weighted average of future maintainable profits over a period of four years (the weight being four for the immediate year after the event , three for the next year, two for the third year and one for the last year) in excess of 12.5% of capital employed in the business at the time of retirement. On 31<sup>st</sup> December 2010 Sheena retired the balance sheet of the firm was as follows:

[15M]

Liabilities	Amount	Assets	Amount
<b>Capital</b>			
Seeta	700000	Fixed Assets	500000
Geeta	350000	Net current Assets	800000
Reeta	250000		
	1,300,000		1,300,000

Sales during the year ended 31<sup>st</sup> December 2010 totaled Rs. 1 crore and were at gross margin of 10%. the expenses amount to 30% of gross profit. It is expected that sales will increase at 20% cumulative rate of growth every year. Gross profit margin percentage being reduced to 9%. The expenses would continue to be 30% of gross profit. Calculate goodwill which is to be credited to Sheena.

Q.3 Following is the Balance sheet of Creative Ltd. as on 31/3/2018.

[15M]

Liabilities	Amount	Assets	Amount
Equity shares of RS 10 each	3,00,000	Fixed assets	9,00,000
Preference shares of RS 100 each	1,00,000	Long term investments	1,00,000
Securities premium A/c	1,00,000	Cash and bank	10,50,000
General reserve	1,00,000		
Profit and loss A/c	1,00,000		
Debentures	8,00,000		
Trade payables	5,00,000		
<b>Total</b>	<b>20,50,000</b>		<b>20,50,000</b>

Keeping in view all the legal requirements ascertained the maximum number of equity shares that Creative Ltd. can buy back @ Rs.30 per share being the current market price.

OR

Q.3 Following is the Balance sheet of Kavya Ltd.(a non listed company) as on 31/3/2021

Liabilities	Amount	Assets	Amount
Share Capital: 80,000 Equity shares of Rs. 10 each	8,00,000	Fixed assets	10,20,000
4,000 Preference shares of Rs. 100 each	4,00,000	Bank Balance	6,20,000
Profit and loss A/c	80,000		
Debentures	1,60,000		
Creditors	2,00,000		
<b>Total</b>	<b>16,40,000</b>		<b>16,40,000</b>

The company wants to buy 20% of its equity capital at 10% premium. Not having sufficient profits to buy back, the company issued 1200 preference shares of RS.100 each at 105 premium payable as Rs.20 on application and the balance on allotment. These shares were duly taken up and company purchased the equity shares immediately, sufficient profits were used to supplement the new issue.

Pass the necessary journal entries.

[Time: 2 ½ Hours]

Marks : 75

- Instructions: (a) All questions are compulsory and carry equal marks  
(b) Figures to the right indicate marks  
(c) Support answers with examples wherever necessary

**1.A. Choose the correct option: (Any 8)**

(08)

1. \_\_\_\_\_ factor is formed of all living organism.  
(a) Biotic      b) Abiotic      c) Robotic
2. The \_\_\_\_\_ is a layer of gases surrounding our planet  
(a) Hydrosphere      b) Biosphere      c) Atmosphere
3. \_\_\_\_\_ degrades the soil and makes the cultivation of the crops impossible.  
(a) Deforestation      b) Desertification      c) Soil erosion
4. The \_\_\_\_\_ is a layer of gases surrounding our planet.  
(a) Hydrosphere      b) Atmosphere      c) Biosphere
5. Human rights have \_\_\_\_\_ application.  
(a) Universal      b) Limited      c) Maximum
6. Liberalization is based on \_\_\_\_\_ ideas.  
(a) Capitalist      b) Socialist      c) Communist
7. Acid rain is one of the harmful effects of \_\_\_\_\_ pollution.  
(a) Water      b) Soil      c) Air
9. \_\_\_\_\_ directly feed on producers.  
(a) Omnivores      b) Carnivores      c) Herbivores
10. \_\_\_\_\_ helps to develop the power of concentration.  
(a) Physical exercise      b) Meditation      c) Social support

**1.B. State whether True or False: (Any 7)**

(07)

1. Magna Carta was signed in 2015.
2. Stress aggravates diabetes.
3. Inter-group conflict occurs within an individual.
4. Degradation occurs when earth's natural resources are depleted.

5. In India, the concept of privatization gained importance in the post reform period since 1991.
6. IT has made communication expensive and complex.
7. Dereservation of public sector has resulted in efficiency in firms.
8. The fundamental rights are absolute.
9. The share of employment in the agriculture sector has increased over the years.
10. Forced migration may also be called as forced displacement.

2.A. Explain the concept of migration and its causes and effect. (15)  
OR

2.B. Explain briefly the impact of IT and communication. (15)

3.A. Explain the concept of human rights and explain its characteristics (15)  
OR

3.B. What are fundamental rights? Explain its significance. (15)

4.A. What is environmental degradation? Explain its impact on human life (15)  
OR

4.B. Explain the concept of sustainable development. Discuss the principles of sustainable development. (15)

5.A. What is stress? Discuss various strategies to reduce stress. (15)

OR

5.B. Write Short Notes on: (Any 3) (15)

1. Coping with stress
2. Liberalization
3. Right against exploitation.
4. Types of conflicts.
5. Noise Pollution.

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ALL THE BEST



- Instructions:** (a) All questions are compulsory and carry equal marks  
(b) Figures to the right indicate marks  
(c) Support answers with examples wherever necessary

**1)A. Choose the correct option: (Any 8)**

(08)

1. RBI was established in the year \_\_\_\_\_.  
(a) 1935                      b) 1934                      c) 1933
2. E-Banking is also known as \_\_\_\_\_.  
(a) Internet Banking      b) Economic Banking      c) Electronic Banking
3. Banking is essentially a business dealing with \_\_\_\_\_.  
(a) Money                      b) Electronic                      c) Goods
4. Marine policy is also called as \_\_\_\_\_.  
(a) Sea policy      b) Floating policy      c) Valued policy
5. \_\_\_\_\_ is also known as insurance of insurance.  
(a) Double Insurance      b) Reinsurance      c) Fire Insurance
6. \_\_\_\_\_ are also called as fixed deposits and are repayable after the expiry of specified term.  
(a) Term deposit              b) Demand deposit      c) Saving deposit
7. \_\_\_\_\_ deals with financial impact of risk and uncertainty.  
(a) Rider      b) Risk manager      c) Actuary
8. \_\_\_\_\_ risk refers to risk affecting individual but not to a community.  
(a) Fundamental      b) Dynamic      c) Particular
9. Causa Proxima means \_\_\_\_\_.  
(a) Periodic cause      b) Nearer cause      c) Far-off cause
10. The IRDA was incorporated as a statutory body in \_\_\_\_\_.  
(a) April,2000      b) April,2001      c) April,2002

**1B. Match the following : (ANY 7)**

Group A	Group B
1) Recurring Deposits	a) Foreign Bank
2) Indemnity	b) Flexi Deposits
3) Fund transfer	c) Risk management tool
4) T-Pin	d) Not to allow profit
5) Standard chartered Bank	e) IRDA
6) Hybrid Deposits	f) Minimum paid-up capital life- insurance
7) 1999	g) 1938
8) Rs.100 Cr	h) NEFT
9) Risk Financing	i) Cumulative deposit
10) Insurance Act	j) Tele Banking

2. a) Define Banking. Explain the function of Banks. (08)  
 b) What are the scopes for banking? (07)

**OR**

- c) Distinguish between private and public sector banks. (08)  
 d) Explain the reasons for regulation of banks. (07)

3. a) Explain the types of bank accounts. (08)  
 b) Differentiate saving account and current account. (07)

**OR**

- c) Explain the role and functions of RBI. (08)  
 d) Define Financial inclusion. Explain the scope of Financial inclusion (07)

4. a) What is risk? Explain different types of risk in business. (08)  
 b) Differentiate between risk and uncertainty with examples. (07)

**OR**

- c) What is Insurance? Explain the uses and benefits of Insurance (08)  
 d) Explain in brief basic Principles of Insurance (07)

5. a) What is Marine Insurance? Explain the types of Marine policy (08)  
 b) Define Actuary. Explain the role of Actuaries in insurance. (07)

**OR**

5. **Write Short Notes on: (ANY 3)** (15)

1. Actuary.
2. E-Banking.
3. Procedure to take Life Insurance.
4. Fire Insurance.
5. Risk Management.

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**ALL THE BEST**

External Examination

Class: FYBBI-II

Sem-II 17/4/23

Subject: Business Law

Time: 2 ½ hrs

Maximum Marks: 75

Q1) a) Match the columns: (Any 8)

(8)

Column A

Column B

- |                          |                               |
|--------------------------|-------------------------------|
| 1) Contract              | a) Electronic form            |
| 2) E-contract            | b) Already done               |
| 3) No agreement          | c) Save from loss             |
| 4) Executed contract     | d) may be crossed             |
| 5) Withdrawal of offer   | e) 2000                       |
| 6) Contract of indemnity | f) There is an agreement      |
| 7) Bill of lading        | g) Quasi Contract             |
| 8) Cheque                | h) Before acceptance          |
| 9) Cyber Crime           | i) document of title of goods |
| 10) IT Act               | j) using computer and mobiles |

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

(7)

- 1) Contract can be expressed or implied.
- 2) Contract is an agreement in the first place
- 3) Enforceability is an essence of every contract.
- 4) No consent No contract
- 5) All agreements form into contract.
- 6) A contract of guarantee must be in writing.
- 7) Breach of condition cannot be treated as breach of warranty.
- 8) Right of lien is a right to regain possession of goods
- 9) Drawer is a person who draws a bill.
- 10) Due to non-payment of bill amount a bill can be dishonoured.

Q2) A) Define a proposal what the essential elements of a proposal

(8)

B) Explain the features of law.

(7)

OR

C) State the essential requirements of a valid contract.

(8)

D) State the circumstances under which proposal stands revoked.

(7)

Q3) A) Distinguish between sale and agreement to sell.

(8)

B) Define goods and explain the types of goods. (7)

**OR**

C) Distinguish between condition and warranty and explain the remedies available to the buyer on breach of condition (8)

D) Explain the term doctrine of CAVEAT EMPTOR state its exceptions. (7)

**Q4)** A) What is negotiable instrument act state its features. (8)

B) What is promissory note. Explain its essentials. (7)

**OR**

C) What is bills of exchange. Explain its essentials. (8)

D) Distinguish between promissory note & Bills of exchange. (7)

**Q5)** A) Explain the concept of E-commerce in brief. (8)

B) Explain the different ways of Cyber Crime. (7)

**OR**

**Q5) Write short notes (Any 3) (15)**

1) Auction sale

2) Unfair trade practices

3) Consideration

4) Remedies for breach of contract

5) Warranty

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

75 Marks

**Q.1. A. Fill in the blanks with suitable options (Any 8)**

8 Marks

1. A selection or employment interview is also known as a \_\_\_\_\_ interview. ( job / segregation / selector)
2. A group interview is similar to a \_\_\_\_\_ (group discussion / panel interview / structured interview)
3. A / An \_\_\_\_\_ provides written intimation about the date, time and venue of a business meeting. ( notice / resolution/ agenda)
4. \_\_\_\_\_ are based on the findings of a business report. (Recommendations / Terms of reference / Appendix )
5. A \_\_\_\_\_ is a powerful means of communication within an organization. ( press release / television / house organs)
6. A \_\_\_\_\_ is a decision making body. ( conference / symposium / committee )
7. AIDA Stands for Attention \_\_\_\_\_ Desire and Action ( Internet / Interest/Intranet)
8. The right to information act was passed in the year \_\_\_\_\_ ( 2005 / 2006 / 2007)
9. Catalogue, pricelist and product literature are sent by a seller in response to a letter of \_\_\_\_\_ (order / complaint / inquiry )
10. \_\_\_\_\_ is an ongoing activity ( Public relations / Group discussion /Conference )

**Q.1. B. State whether the following statements are True or False (Any 7)**

7 Marks

1. Screening off applications involve short listing of eligible candidates
2. Sponsoring sports events promotes the external public relations of an organization
3. A summary is the same as the précis
4. The names of both the complainant and the defendant should be mentioned in a letter written to a consumer Redressal Forum
5. An appraisal interview should be conducted at regular intervals of time
6. A group discussion is the same as a debate
7. Offering a discount is a bad sales strategy
8. Virtual conferences increase travel costs
9. Public relations is the same as advertising
10. The purpose of writing a letter of complaint is to start a quarrel

**Q.2. A. Discuss the process of conducting a selection interview**

8 Marks

**Q.2. B. Discuss the advantages and disadvantages of a conference**

7 Marks

OR

**Q.2. C. What is appraisal interview why should it be conducted**

8 Marks

**Q.2. D. List and explain the measures that can be taken by an organization to promote external public relations**

7 Marks

**Q.3. A. An educational institution requires one hundred and fifty desks for its classrooms. Draft a letter of Inquiry addressed to Famous Furniture Mart asking for a pricelist and catalogue.**

8 Marks

**Q.3. B.** You had ordered three books from Amakon - an online Bookselling Company. Two of the books in the package received by you were in a damaged condition. Write a Letter of Complaint, asking for either a replacement or a refund.

**OR**

**Q.3.C.** A Committee has been formed to investigate the possibilities of starting a co-operative store in your college. Draft the report of the committee with favorable recommendations. **10 Marks**

**Q.3. D.** Prepare a notice and agenda for the board meeting of Millenium Industries, Vikhroli  
Mumbai **5 marks**

**Q.4. A.** Draft a sales letter to promote the sales of a tourist agency in Alibaug **8 Marks**

**Q.4. B.** Rajesh Shah purchased an A to Z Washing Machine from Yudhan Sales. However, within the warranty period of 1 year the washing machine stopped operating and Yudhan Sales failed to rectify the defect. The manufacturers, A to Z Ltd. was also unable to repair the washing machine. Draft a letter addressed to the Consumer Redressal Forum seeking compensation. **7 Marks**

**OR**

**Q.4. C.** Your application for your passport has not been processed in spite of having submitted all the required documents draft a letter under the RTI act for the same **8 Marks**

**Q.4. D. Summarize the following passage:** **7 Marks**

Education has always had two objects: on the one hand, to give skill; and on the other, to impart a vaguer thing which we may call wisdom. The role of skill has become very much larger than it used to be and is increasingly threatening to oust the role of wisdom. At the same time it must be admitted that wisdom in our world is useless except for those who realize the great part played by skills, for it is increase of skill that is the distinctive feature of your world.

Although scientific skill is necessary, it is by no means sufficient. A dictatorship of men of science would very soon become horrible. Skill without wisdom may prove to be purely destructive. For this reason, if for no other, it is of great importance that those who receive a scientific education should not be merely scientific, but should have some understanding of that kind of wisdom which, if it can be imparted at all, can only be impacted by the cultural side of education. Science enables us to know the means to any chosen end, but it does not help us to decide upon what ends should be pursued. If you wish to exterminate the human race, it will show you how to do it. If you wish to make the human race so numerous that all are on the very verge of starvation, it will show you how to do that. If you wish to secure adequate prosperity for the whole human race, science will tell you what you must do. But it will not tell you whether one of these ends is more desirable than another. Nor will it give you that instinctive understanding of human beings that is necessary if your measures are not to arouse fierce opposition which only ferocious tyranny can quell. It cannot teach you patience, it cannot teach you sympathy, it cannot teach you a sense of human dignity. These things, insofar as they can be taught in formal education, are most likely to emerge from the learning of history and great literature:

**Q. 5. C. Short Notes ( Any 3)**

**15 Marks**

1. Crisis management
2. Functions of PR department of an organization
3. Advantages of meetings
4. Videoconferencing
5. Exit interview

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**Instructions:**

All Questions are compulsory.

Figures to right indicate full marks.

**Q.1.A. Match the following with appropriate answer. [Any Eight]**

[8M]

COLUMN A	COLUMN B
1. Supportive Model	a. Stressed
2. Collegial Model	b. Lay-off survivors sickness
3. ERG Theory	c. Disagreement over the goals
4. Two Factor Theory	d. Partnership
5. Type -A-Personality	e. Leadership
6. Trauma	f. Clayton
7. Conflict	g. Fredrick Herzberg
8. Organisational Development	h. No clear outcome
9. Compromising strategy	i. Win - win
10. Confronting strategy	j. Planed change

**Q.1.B. Answer the following Multiple choice questions. [Any Seven]**

[7M]

- According to Herzberg's theory when \_\_\_\_\_ factors are adequate, people will not be dissatisfied.
  - Motivators
  - Primary
  - Hygiene
  - Secondary
- To \_\_\_\_\_ goes the credit for developing the first test of intelligence.
  - Mayer
  - Wechsler
  - Binet
  - Herzberg
- Interpersonal intelligence is also known as \_\_\_\_\_.
  - Social intelligence
  - Spatial intelligence
  - Kinesthetic intelligence
  - Spiritual Intelligence
- \_\_\_\_\_ self contains aspects of our self, that we know and other do not know.
  - Hidden
  - Unknown
  - Blind
  - Unhidden
- Ability to drive a rule from given information is \_\_\_\_\_ ability.
  - Spatial
  - Memory
  - Reasoning
  - Intelligence
- \_\_\_\_\_ refers to on organizations values, beliefs and attitudes.
  - Organisational Culture
  - Organisational Environment
  - Organisational Condition
  - Organisational Behaviour
- Partnership is at the heart of \_\_\_\_\_ model.

- a) Custodial
- b) Autocratic
- c) Collegial
- d) Supportive

8. The science that seeks to measure, explain and sometimes change the behavior of humans and animals is called \_\_\_\_\_.

- a) Sociology
- b) Psychology
- c) Social psychology
- d) chronology

9. When a manager has the ability to work with, understand and motivate other people or group he has \_\_\_\_\_ skills.

- a) Conceptual
- b) Human
- c) Technical
- d) Soft

10. The acceptable standard of behavior within a group that are shared by group members are called as \_\_\_\_\_.

- a) Role
- b) Identify
- c) Norms
- d) value

Q.2.A. Describe the four models of Organizational Behaviour. [8M]

B. Define Organizational Behaviour. Explain its nature and scope of OB? [7M]

OR

Q.2.C. Explain Maslow's Need Hierarchy theory. [8M]

D. Describe the job characteristics models as a method of job enrichment. [7M]

Q.3.A. What are the five dimension of emotional intelligence? [8M]

B. Define groups. Explain the stages of group development. [7M]

OR

Q.3.C. Explain the model for creating the terms. [8M]

D. Suggest the guidelines for effective feedback. [7M]

Q.4.A. Define stress and describe the nature of stress. [8M]

B. Write a note on time management? [7M]

OR

Q.4.C. State the functions of Organizational culture. [8M]

D. Briefly enumerates the sources of conflict. [7M]

Q.5.A. What is the essential aspects of Organisational Development? [8M]

B. What are the different steps involved in an OD process? [7M]

OR

Q.5.C. Write short notes of the followings: [Any Three] [15M]

- a. Johari Window
- b. Characteristics of OD
- c. Spiritual Intelligence
- d. Steps to implement change
- e. Time Management

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