

MES Garware College of Commerce (Autonomous)
Karve Road, Pune

SYBBA-IB Semester - III
Regular Semester-End Examination
Session : October 2022

Subject : Principles of HRM

Subject Code : B3-21/301

Duration : 2.30 Hrs.

Total Marks 60

Note : (1) All questions are compulsory.
(2) Figures to the right indicate full marks.

Q.1 Select the correct option and answer the following.

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- (1) The following is concerned with developing a pool of candidates in line with the human resources plan.
(a) Development (b) Training (c) Recruitment (d) All the options
- (2) The following type of recruitment process is said to be a costly affair.
(a) Internal recruitment (b) External recruitment
(c) Cost remains same for both types (d) All the options
- (3) Training & Development need = Standard performance - -----.
(a) Actual performance (b) Active performance
(c) Absolute performance (d) Angry performance
- (4) In the process of -----, the organization stimulates the people to apply for jobs in their organization.
(a) Job analysis (b) Recruitment (c) Appraisal (d) Selection
- (5) Human Resource planning is compulsory for -----.
(a) effective employee development programme
(b) base for recruitment
(c) base for selection policy
(d) all of these
- (6) Objectives of training is :
(a) Increased morale (b) Increased productivity
(c) Favourable reaction to change (d) All the options
- (7) Performance appraisal means evaluating an employee's performance against well-defined benchmarks.
(a) Performance Appraisal (b) HR Planning
(c) Information for goal identification (d) None of the options
- (8) ----- is an objective assessment of an individual's performance against well-defined benchmarks.
(a) Performance Appraisal (b) HR Planning
(c) Information for goal identification (d) None of the options

(2)

- (9) Which of the following is an alternate term used for performance appraisal?
(a) Quality and quantity of output (b) Job knowledge
(c) Employee assessment (d) None of the options
- (10) Training is given to the experienced employees.
(a) True (b) False

Q.2 Answer the following questions. (Any 3)

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- (1) Explain the role and responsibilities of HR manager.
- (2) Describe the various steps in selection and types of interviews.
- (3) State the needs/importance of training. Explain its various methods.
- (4) Explain the need for change management and methods to implement.
- (5) What is Performance appraisal? State its merits & demerits.

Q.3 Write short notes (Any 4)

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- (1) Difference between Recruitment & Selection
- (2) Difference between Training & Development
- (3) Job Enlargement
- (4) Objectives of HR Planning
- (5) Need for Organizational Change
- (6) TQM

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MES Garware College of Commerce (Autonomous)

Karve Road, Pune

SYBBA-IB Semester - III

Regular Semester-End Examination

Session : October 2022

Subject : Production & Operations Management

Subject Code : B3-21/302

Duration : 2.30 Hrs.

Total Marks 60

Q.1 Attempt any 10 MCQs.

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- (i) Which of the following is explained as large scale manufacturing of standardised goods or components?
(a) Project Production (b) Batch Production
(c) Mass Production (d) Assembly Line
- (ii) ----- layout is also known as Departmental layout.
(a) Product (b) Process (c) Line (d) Fixed Position
- (iii) ----- is the first step in the new product development process.
(a) Idea generation (b) Idea screening
(c) Concept development (d) Concept testing
- (iv) The act of releasing the production documents to the production department is called as -----.
(a) Routing (b) Scheduling (c) Expediting (d) Dispatching
- (v) Scheduling indicates -----.
(a) Total cost of production (b) which resource should do which job and when
(c) Total material cost (d) the flow line of materials
- (vi) Which is not a feature of TQM?
(a) Customer driven quality (b) Action based on facts, data and analysis
(c) Continuous improvement (d) Strong inspection oriented establishment
- (vii) What is the primary objective of a Quality Circle?
(a) Keep employees occupied (b) Self and mutual development of employees
(c) Higher profit (d) To solve any type of problem
- (viii) ----- type of maintenance is not directly included in the total maintenance cost, but might be a component of total overall cost.
(a) preventive (b) predictive (c) breakdown (d) prescriptive
- (ix) ----- type of production system requires highly skilled manpower.
(a) Batch (b) Project (c) Process (d) Job
- (x) ----- type of layout has effective space utilization.
(a) Process (b) Product (c) Stationery (d) Line
- (xi) ----- function in production planning outlines the flow of work and sequence of activities.
(a) Scheduling (b) Routing (c) Loading (d) Expediting
- (xii) TPM stands for -----.
(a) Total Preventive Maintenance (b) Total Process Maintenance
(c) Total Productive Maintenance (d) Total Productive Method

Q.2 Attempt any 2 long answer questions.

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- (i) What is Plant Layout? Explain the objectives and the types of Plant Layouts.
- (ii) Define Product Design. State the importance of Product Design and explain the stages of Product Development.
- (iii) What is Materials Management? What are the types of inventory? Explain the techniques of inventory control.

Q.3 Attempt any 4 short notes.

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- (i) Job production system
- (ii) Characteristics of a good design
- (iii) Preventive Maintenance
- (iv) Seven Quality Control Tools
- (v) Objectives of Production Planning and Control
- (vi) Product Policy

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MES Garware College of Commerce (Autonomous)
Karve Road, Pune

SYBBA-IB Semester - III
Regular Semester-End Examination
Session : October 2022

**Subject : Global Competencies and
Personality Development**

Subject Code : B2-21/303

Duration : 2.30 Hrs.

Total Marks 60

Note : (1) All questions are compulsory.
(2) Figures to the right indicate full marks.

- Q.1 (A) Fill in the blanks. (Any 5) 5**
- (1) A ----- speaker looks into the eyes of audience.
(a) Confident (b) Impolite (c) Impatient (d) Rude
- (2) What is full form of MBTI?
(a) Myers-Briggs Type Indicator (b) McGregor's-Briggs Type Indicator
(c) Mylan-Briggs Type Indicator (d) McDonald-Briggs Type Indicator
- (3) SWOC Analysis is carried out on a ----- cell matrix.
(a) Five (b) Six (c) Four (d) Three
- (4) What is full form of PD ?
(a) personal deviation (b) parental development
(c) personality development (d) parental deviation
- (5) What does S in SMART means -
(a) Special (b) Specific (c) Secret (d) Silent
- (6) Style of communication is ----
(a) Appreciative (b) Assertive (c) Secretive (d) Positive
- (B) Match the following. 5**
- (1) Grouping (a) Human Nature
(2) Stay Organized (b) Work Technique
(3) Submissive (c) Type of workplace ethic
(4) Problem Solving (d) Planning and Scheduling
(5) Commitment (e) Set of people work together
- Q.2 Short Answer (Any 2) 10**
- (1) Explain Empathy and Emotional Intelligence in brief.
(2) Explain SWOC analysis in brief.
(3) What is Team building? Explain in brief.
- Q.3 Long Answer (Any 2) 30**
- (1) What do you understand by Personality? Explain its Nature and Characteristics.
(2) Explain Johari Window in detail.
(3) Define Motivation. Explain the need for motivation and factors contributing to motivation.

MES Garware College of Commerce (Autonomous)
Karve Road, Pune

SYBBA-IB Semester - IV
Regular Semester-End Examination
Session : October 2022

Subject : Global Business Environment

Subject Code : B3-21/304

Duration : 2.30 Hrs.

Total Marks 60

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

Q.1 Multiple Choice Questions. (Any 10)

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- (1) The conditions and forces within an organisation that affect the organisation's management are known as -----.
(a) External Business Environment (b) Internal Business Environment
(c) Micro Business Environment (d) Macro Business Environment
- (2) Micro business environment is also known as -----.
(a) Internal environment (b) Direct action environment
(c) Indirect Action Environment (d) General Environment
- (3) The growing economic interdependence of countries worldwide through increasing volume and variety of cross-border transaction in goods and services and of international capital flows is known as -----.
(a) Economic Linkages (b) Liberalisation
(c) Globalisation (d) Internationalisation
- (4) Theory of Absolute Cost Advantages was introduced by -----.
(a) Alfred Marshal (b) David Ricardo
(c) Adam Smith (d) Hecksher-Ohlin
- (5) Leontief Paradox was a result of empirical tasting of which the following theory.
(a) Absolute cost advantage theory (b) Heckscher Ohlin theory
(c) Comparative cost advantage theory (d) Mercantilism
- (6) Which of the following is a member of BRICS?
(a) Japan (b) Bangladesh (c) USA (d) China
- (7) Headquarter of SAARC is located in -----.
(a) Shanghai (b) Bejing (c) Kathmandu (d) New Delhi
- (8) Which of the following is a component of the Current Account?
(a) External Borrowings (b) Foreign Direct Investment
(c) NRI Deposits (d) Imports
- (9) When a foreign company buys equity (shares) in a company through the stock market it is called -----.
(a) Foreign Direct investment (b) International Linkages
(c) Foreign Portfolio Investment (d) Exchange Intervention Investment

(2)

- (10) Which round of dialogues gave birth to the World Trade Organisation in 1995?
(a) Geneva Round (b) Uruguay Round (c) Kennedy Round (d) Tokyo Round
- (11) The full form of IBRD means -----.
(a) Indian Bank for Reconstruction and Development
(b) Indian Bureau of Research and Development
(c) International Bank for Reconstruction and Development
(d) International Bank for Research and Development
- (12) Headquarter of International Monetary Fund is located at -----.
(a) London (b) Washington (c) New York (d) Geneva

Q.2 Answer the following questions in 300 words. (Any 2) 15 * 2 = 30

- (a) What is WTO? Explain the Organisation and functions of WTO.
(b) Define Protectionist Trade Policy? Explain Trade Barriers and Non-Trade Barriers.
(c) Explain the concept and components of the Internal and External Business Environment.
(d) Define the Balance of Payments. Explain the structure of the Balance of payments.

Q.3 Answer the following questions in 200 words. (Any 1) 10 * 1 = 10

- (a) Explain the Heckscher-Ohlin theory of International Trade.
(b) State various components of PESTEL analysis.

Q.4 Write Short Note (Any 2) 5 * 2 = 10

- (a) International Monetary Fund
(b) European Union
(c) Multinational Corporation
(d) World Bank

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MES Garware College of Commerce (Autonomous)
Karve Road, Pune

SYBBA-IB Semester - III
Regular Semester-End Examination
Session : October 2022

Subject : German

Subject Code : B3-21/305A

Duration : 2.30 Hrs.

Total Marks 60

Read the Instruction caefully.

Frage 1 Beantworte die folgende Fragen ! (nur fünf) (5)

- (1) Wie heißt dein Onkel ?
- (2) Wie heißt deine Muttersprache ?
- (3) Was macht ein Koch ?
- (4) Was trinkst du gern ?
- (5) Was machst du in deiner Freizeit ?
- (6) Wann hast du Deutsch ?

Frage 2 Übersetze ins Englische ! (5)

Max Schmidt und sein Chef planen zusammen das Essen für die Woche. Dann geht er auf den Markt. Er kauft Tomaten, Champignons und Salat. Kartoffeln und Zwiebeln braucht er auch. Dann kauft er noch frischen Fisch. Max Schmidt arbeitet seit zwei Jahren als Koch in dem kleinen Restaurant "Esszimmer" in der Altstadt von Konstanz. Da gibt es jeden Tag ein anderes Fischgericht : Frische Fisch aus dem Bodensee.

Wortschatz

Frage 3 (A) Was passt nicht ? (nur drei) (3)

- (1) Beruf, Freizeit, Arbeitszeit, Arbeitsplatz
- (2) Juni, Juli, Mittwoch, Mai
- (3) Milch, Cola, Wasser, Kuchen
- (4) kaufen, suchen, einladen, stehen

(B) Was passt ? (3)

- (1) heißen : wie :: wohnen : ?
- (2) Frau : die :: Mann : ?
- (3) Delhi : Indien :: Berlin : ?

(C) Schreibe die Zahlen auf Deutsch (4)

- (1) 1
- (2) 4
- (3) 12
- (4) 16

(D) Ergänze den Vokal (nur drei) (3)

- (1) L __ nd
- (2) Bahnh __ f
- (3) Ber __ f
- (4) K __ rche

(E) Schreibe Gegenteil !

(2)

- (1) viel
- (2) teuer

Grammatik**Frage 4 (A) Ergänze den Artikel!**

(4)

- (1) Das Thalia ist e __ Theater.
- (2) Bremen ist e __ Stadt.
- (3) Hier ist d __ Hotel Alster.
- (4) Ja, das ist d __ Elbe.

(B) Ergänze die richtige Verbformen! (nur vier)

(4)

(schreiben, tanzen, arbeiten, machen, fahren)

- (1) Ich __ die Arbeit gern.
- (2) Der Lehrer __ den Satz.
- (3) Wir __ mit der Musik.
- (4) Maria __ bei einer Firma.
- (5) Peter __ morgen nach Deutschland.

(C) Ergänze die Personalpronomen!

(4)

- (1) __ heiße Katja.
- (2) Das ist Martin. __ kommt aus England.
- (3) __ sind Studenten.
- (4) Nina und ich, __ reisen gern.

(D) Ergänze die Possessivartikel!

(4)

- (1) Ich habe eine Tasche. Das ist __ Tasche.
- (2) Wir gehen in der Schule. __ Schule liegt in der Nahe.
- (3) Kinder, habt ihr __ hausaufgaben gemacht?
- (4) Das ist Martin. __ Frau arbeitet bei Siemens.

(E) Ergänze das Verb (sein/haben) im Präteritum!

(2)

- (1) Heute habe ich viel Geld. Früher __ ich nicht viel Geld.
- (2) Jetzt ist Pratik der Chef, Früher __ war er nur Arbeiter.

(F) Ergänze das richtige Modalverb! (nur zwei)

(2)

- (1) Ich __ Auto Fahren.
- (2) Steven __ Arzt warden.
- (3) Du hast Fieber. Du __ die Medikamente nehmen.

Frage 5 Lies den Text und beantworte die Fragen!

(10)

Heidi Klum kommt aus Bergisch Gladbach. Sie ist Model und präsentiert Mode von internationalen Designern. Sie hat eine Mode Kollektion und sie macht Werbung für H & M und McDonalds. Heidi Klum arbeitet international, in Paris, New York, Mailand und Düsseldorf. Sie spricht Deutsch, Englisch und Französisch. Heidi Klum wohnt in Manhattan und in Bergisch Gladbach. Sie hat eine Tochter Leni. Designer Mode ist ihr job, zu Hause mag sie aber Jeans und T-shirt. Sie macht viel Sport : Ballett und Jazz-Dance.

(3)

(A) Beantworte !

- (1) Wo wohnt Heidi Klum ?
- (2) Wie heißt ihre Tochter ?
- (3) Was macht Heidi Klum ?
- (4) Nenne zwei Städte aus dem Text.
- (5) Nenne zwei Feminin Nomen aus dem Text.

(B) Richtig oder Falsch ?

- (1) Heidi Klum arbeitet nur in Deutschland.
- (2) Heidi macht Werbung für McDonald.
- (3) Sie macht Sport : Fußball und Schwimmen.
- (4) Zu Hause mag sie Designer Mode.
- (5) Sie hat keine Kinder.

Frage 6 Schreibe 8 bis 10 Sätze über das Thema!

(5)

Ich oder Meine Mutter

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SYBBA-IB Semester - III

Regular Semester-End Examination

Session : October 2022

Subject : French

Subject Code : B3-21/305B

Duration : 2.30 Hrs.

Total Marks 60

Q.1 Complétez le dialogue :

(10)

Au bureau de la société Total, c'est le premier jour de Monsieur Richard, il se présente au directeur :

Le directeur : Bonjour, ----- ?

M. Richard : Bonjour Monsieur, je m' appelle M.Picard.

Le directeur : ----- ?

M. Richard : Je suis français.

Le directeur : ----- ?

M. Richard : J' ai 28 ans.

Le directeur : ----- ?

M. Richard : J' habite à Paris.

Le directeur : ----- ?

M. Richard : Non, je ne suis pas marié.

Le directeur : ----- ?

M. Richard : Je parle l' anglais et le français.

Le directeur : Bon, bienvenu à Total !

M. Richard : ----- !

Q.2 Lisez le passage et répondez aux questions :

(10)

Salut ! Je suis Stéphanie. Je suis étudiante à l' université de Boigne. J'ai 20 ans. Je fais des études de journalisme. Je veux être journaliste. j' aime voyager et J' aime parler aux gens (gens : people). J' aime aussi les sports. Je joue au tennis et je fais du vélo. Je déteste lire. J' adore la musique rap. J' é coute aux CD quand J' ai du temps libre. Le week-end, je sors avec des amis. Nous regardons des films ou nous mangeons au restaurant.

(A) Répondez aux questions : (5 marks)

- (1) Stéphanie a quel âge ?
- (2) Elle fait quels études ?
- (3) Quels sports Stéphanie joue-t-elle ?
- (4) Qu' est-ce que Stéphanie fait quand elle a du temps libre ?
- (5) Qu' est-ce que Stéphanie fait le week-end ?

(B) Dites vrai ou faux : (5 marks)

- (1) Stéphanie veut être avocate.
- (2) Elle étudie dans un lycée.
- (3) Elle fait du vélo avec ses amis.
- (4) Elle n' aime pas lire.
- (5) Elle regarde des films avec ses amis.

Q.3 Grammaire et Vocabulaire :**(A) Complétez avec l' adjectif possessif convenable : (5 marks)**

- (1) Les employés font ----- travail.
 (a) Leurs
 (b) Leur
 (c) Ses
- (2) Vous allez avec ----- clients pour le dîner.
 (a) Votre
 (b) Vos
 (c) Ton
- (3) Le directeur parle avec ----- secrétaire.
 (a) Son
 (b) La
 (c) Sa
- (4) J' écris la lettre à ----- parents.
 (a) Mon
 (b) Ma
 (c) Mes
- (5) Tu prépares la présentation pour ----- société.
 (a) Ta
 (b) Ton
 (c) sa

(B) Complétez avec les prépositions au, en, à : (5 marks)

- (1) Nous travaillons ----- Allemagne.
 (a) En
 (b) à
 (c) au
- (2) J' habite ----- Mumbai ----- Inde.
 (a) Au, en
 (b) à, au
 (c) à, en
- (3) Allez-vous ----- Chine ou ----- Japon ?
 (a) En, au
 (b) Au, en
 (c) Aux, en

(C) Mettez les phrases au négatif : (5 marks)

- (1) L' assistante commerciale a une réunion.
 (2) Vous faites du yoga chaque matin.
 (3) Ils demandent l' adresse de l' entreprise.
 (4) Les clients sont espagnols.
 (5) Elles vont au bureau dimanche.

(3)

(D) Mettez les mots au pluriel : (5 marks)

- (1) L' étudiant est anglais.
- (2) Je prends le dossier.
- (3) Tu as un rendez-vous.
- (4) Il répond au téléphone.
- (5) Elle remplit la formulaire.

(E) Chassez l' intru : (5 marks)

- (1) Lundi / Janvier / Samedi / Mardi
- (2) Livre / stylo / mars / trousse
- (3) Employé / médecin / professeur / avocat
- (4) Fille / mère / grand-mère / frère
- (5) Mettre / prendre / voir / habiter

Q.4 Maria est l' assistante RH dans sa société <Jumelle>. Elle envoie un e-mail à son client Paul Ledoux pour inviter pour une réunion. Ecrivez le E-mail de 50 mots. **(10)**

Q.5 Traduisez en anglais : **(5)**

Il y quatre membres dans ma famille. Mon père a quarante-huit ans, il est ingénieur. Ma mère a quarante-cinq ans, elle est femme au foyer. Ma sœur a trente ans. Elle est mariée. Elle est professeure.

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MES Garware College of Commerce (Autonomous)
Karve Road, Pune

SYBBA-IB Semester - III
Regular Semester-End Examination
Session : October 2022

Subject : Export and Import Management

Subject Code : B3-21/306

Duration : 2.30 Hrs.

Total Marks 60

Note : (1) All questions are compulsory.
(2) Figures to the right indicate full marks.

Q.1 Attempt the following. (Any 10)

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- (i) ----- is a form of licensing in which a parent company grants another independent entity the right to do business in a prescribed manner.
(a) Joint Venture (b) Strategic Alliance
(c) Countertrade (d) Franchising
- (ii) ----- is a merchant who purchases goods at a substantial discount and resells at profit.
(a) Sale Representative (b) Foreign Retailer
(c) Foreign Distributor (d) Merchant exporter
- (iii) ----- is the prima facie evidence that the goods were loaded in the vessel.
(a) Bill of Lading (b) Commercial Invoice
(c) Proforma Invoice (d) Mate's Receipt
- (iv) White Shipping bill in ----- is used for export of duty free goods.
(a) Duplicate (b) Quadruplicate (c) Triplicate (d) Single form
- (v) The Customs Act was enacted in the year -----.
(a) 1960 (b) 1950 (c) 1962 (d) 1952
- (vi) The ----- of Customs may appoint a Public Bonded Warehouse where imported goods may be deposited.
(a) Assistant/Deputy Commissioner (b) Commissioner of Customs
(c) Director (d) The Central Board
- (vii) Bill of Entry for home consumption is known as -----.
(a) Orange Bill of Entry (b) White Bill of Entry
(c) Red Bill of Entry (d) None of these
- (viii) ----- in export business for greater significance as many parties are involved in a single transaction.
(a) Taxation (b) Documentation
(c) Marketing (d) Banking
- (ix) DEPB stands for -----.
(a) Deemed Export Promotion Board
(b) duty Fee Procedure Board
(c) Duty Entitlement Pass Book
(d) Duty Free Promotion Board

(2)

- (x) ECGC is under the administration of -----.
- (a) Ministry of Finance (b) Ministry of Commerce
(c) Ministry of Administration (d) Ministry of Economics
- (xi) ----- is granted for the import of inputs without payment of Customs Duty.
- (a) An Advance License (b) Duty Drawback
(c) Special Interest License (d) Replenishment License
- (xii) Export Promotion schemes are -----.
- (a) EPCG (b) Duty Exemption Scheme
(c) Both a and B (d) None of these

Q.2 Attempt the following questions. (Any 2)

30

- (i) Explain the customs clearance procedure of imported goods for India.
(ii) Explain the various documents used for transportation of exported goods.
(iii) What are the four stages in shipment of goods? Elaborate the stages.

Q.3 Attempt the following. (Any 4)

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- (i) Piggyback Marketing
(ii) Aligned Documentation System
(iii) Certificate of Origin
(iv) Marking process in Exporting
(v) Role of Overseas Agent
(vi) Advance Licence

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