

Subject Code: FYMS 201

**FY B.COM (MANAGEMENT STUDIES)**

**END OF SEMESTER EXAMINATION APRIL 2025**

**MAJOR :** Principles of Management

**DURATION:** 2 Hrs

**Marks:** 60

**Note:** 1) Attempt any FOUR questions out SIX

2) Each Question carries equal marks.

3) Figures to the right indicate full marks.

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**Attempt Any Four:**

**Q.1 Answer the Following:** (15)

P) Define coordination and list the criteria for successful coordination.

Q) Explain the devices used for effective coordination.

**Q.2 Answer the Following:** (15)

P) What are the factors influencing employee motivation?

Q) Explain the concept of motivation and its importance in management.

**Q.3 Answer the Following:** (15)

P) Outline the concept and process of conflict management.

Q) What measures do organizations use to Manage Employee Stress?

**Q.4 Answer the Following:** (15)

P) Define MIS and explain its sources.

Q) Evaluate the importance of talent management in business organizations.

**Q.5 Answer the Following:** (15)

P) Compare the time management techniques of two successful leaders.

Q) Assess the role of work-life balance in managerial success.

**Q.6 Answer the Following:** (15)

P) Discuss Green Management Practices with examples.

Q) Evaluate how Stress Management enhances Organizational Performance.

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Subject Code: FYMS202

**FIRST YEAR B. COM MANAGEMENT STUDIES (NEP)  
EXTERNAL**

FYBMS/II/Subject Code: \_\_\_\_\_ Subject: Global Management Theories and Styles

Time: 1 Hour

N.B. 1. All the questions are compulsory

Marks: 30

2. Figures to the right indicates full Marks

**Q1. Analyze the case and answer the following questions: (10)**

A consulting firm observed that some employees excelled at problem-solving and innovation (achievement need), while others thrived in building relationships and collaboration (affiliation need), and other sought power and influence (power need). By aligning employees with the roles that matched their dominant needs, the company enhanced job satisfaction, motivation, and performance. However, individual needs can change over time and organizations must adapt their strategies accordingly.

**Questions:**

1. How can a company effectively identify and assess employees' dominant needs to match them with suitable roles and responsibilities?
2. What are the potential challenges in applying McClelland's Needs Theory in a diverse workplace with individuals from different cultural backgrounds and varying individual needs and motivations?

**Q.2 Answer the following (Any One): (10)**

A. Enumerate the implication of Vroom's Expectancy Theory?

**OR**

B. Distinguish between Theory X and Theory Y.

**Q.3 Answer the following (Any One): (10)**

A. Explain the features of Japanese Management Styles?

**OR**

B. Explain the Limitation of Charismatic Leadership.

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Subject Code: FYMS203

**FY B.COM (MANAGEMENT STUDIES)**

**END OF SEMESTER EXAMINATION APRIL 2025**

**MINOR: Industry and Service Management-I**

**DURATION: 1 Hr.**

**MARKS: 30**

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- Note:** 1. All the questions are compulsory  
2. Each question carries equal marks.  
3. Figures to the right indicate full marks

**Q.1 Analyze the case and answer the following questions: (10)**

Coffee Carters, a local coffee shop, has been struggling to attract new customers in a competitive market filled with larger chains. The owner, Ritu, has noticed that while regulars love the shop unique atmosphere and specialty brews, the shop is often empty during weekday mornings.

**Question**

1. How can Coffee Carters increase foot traffic during weekday mornings and attract new customers?
2. Any Uniqueness that the owner should add?
3. Does location and name matter for sales?
4. Does Coffee shop serve as a status symbol or pure coffee service?
5. Suggest ways that Ritu can implement to create a customer loyalty and increase sales.

**Q.2 Answer the following (Any One): (10)**

A. Discuss the various types of Industry Management.

**OR**

B. Briefly discuss the classification of services based on specialized services, customer services and industrial services.

**Q.3 Answer the following (Any One): (10)**

A. Explain the Michael Porter's Five Forces Model with applications.

**OR**

B. Highlight the key difference between service management & product management.

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Subject Code: FYMS 204

**FY B.COM (MANAGEMENT STUDIES)**

**END OF SEMESTER EXAMINATION  
APRIL 2025**

**MINOR: ITGS**

**Duration: 1 Hours  
Marks: 30**

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**Note: 1) All Questions are Compulsory.  
2) Figures to the right indicate full marks**

**Q.1 Answer the following: (13)**

- A. Distinguish between Google Workspace and Gmail
- B. How do you host a meeting in Google Meet?

**Q.2 Answer the following: (12)**

- A. How do you create files on Google Drive and its tools?
- B. How do you use Google Docs and its templates?

**Q.3 Answer in one Sentence: (05)**

- A. What is the purpose of Google Docs templates?
  - B. What is the primary function of Google Chat?
  - C. What are two key features of Google Meet?
  - D. How do you set a reminder in Google Calendar?
  - E. What is the default file format for Google Sheets?
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Subject Code: FYMS205

FY B.COM (MANAGEMENT STUDIES)

END OF SEMESTER EXAMINATION APRIL 2025

Open Elective : Effective Communication-II

DURATION: 1 Hr.

MARKS: 30

Note: 1. QUESTION NO.1 IS COMPULSORY

2. Attempt any 1 from Q.2 and Q.3.

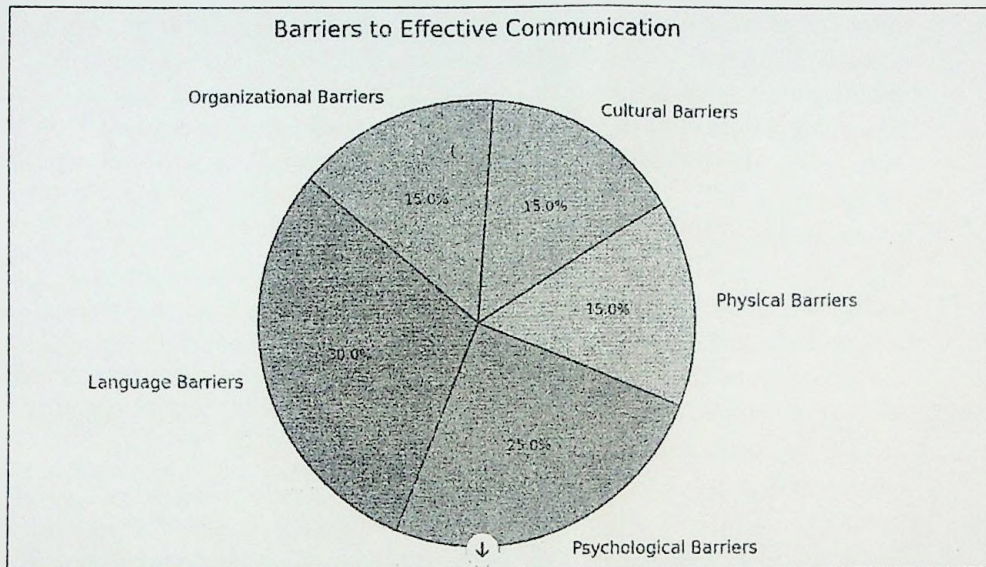
3. Each question carries 15 marks.

4. Figures to the right indicate full marks

Q.1 . Answer the following (Any two):

(7.5)

a) Interpret the following pie-chart and answer the questions given below :



The above pie chart represents different **Barriers to Effective Communication** with their respective percentages.

1. Identify and explain the most significant barrier to effective communication as shown in the chart.
2. Compare and contrast **Psychological Barriers** and **Cultural Barriers** in terms of their impact on communication.
3. If an organization wants to reduce **Language Barriers**, suggest two practical solutions.
4. Based on the data, which barrier do you think is the least concerning? Justify your answer.

**b) Edit the following paragraph and rewrite highlighting the errors:** (7.5)

the love and loyalty a person displays through his words and actions for his country is termed as patriotism. An individual who has his roots in a country that gives him his identity is full of gratitude towards it. Indians settled abroad, possessing foreign citizenship remember India and keep themselves updated on the happenings in their motherland.

The Indian Freedom Struggle highlights the services rendered by great patriots to their country, Mahatma Gandhi, the mother of the nation, Pandit Jawaharlal Nehru, Subhash Chandra Bose, Sardar Patel, Lala Lajpat Rai and numerous others have been outstanding patriots in the future.

**c) Draft a report on the Annual Day of your college.** (7.5)

**Q.2 Answer the following (Any two):** (7.5)

**a) Paraphrase the following paragraph:**

Nowadays one hears of nothing but student indiscipline. If we open the daily newspapers we read about students going on strike, and even indulging in arson and acts of violence. All this shows that today we have lost the sense of discipline. Students must realise that without discipline no real education is possible. The first school of discipline should be the home. The child spends the greater part of its life at home. Only five or six hours a day are spent in school. Hence the seeds - of discipline need to be sown in the home by parents who are the child's first teachers. If parents neglect their duty in disciplining a child, and allow it to have its own way in everything, they will create problems for teachers and for society at large. Children who come from homes that instil a sense of discipline are a credit to their parents and to the community. Children who are not disciplined grow up to be wild and lawless and a disgrace to the community.

Students must be taught to be disciplined by making them work hard and take an interest in constructive activities like social service. Every student must be encouraged to have a hobby to take up his leisure hours. He must also be made to take an interest in activities that benefit the community and country and help those who are less fortunate than himself. Participation in games and sports is also helpful in keeping students away from undesirable activities and making them disciplined.

Educational institutions should provide ample opportunities for students to participate in games, sports, debates, elocution and other extra - curricular activities. Then there will be no problem in maintaining discipline as students will have sufficient outlets for their surplus energy. Hence the best way to maintain discipline is to see that students keep themselves busy doing something useful and interesting. Boredom is one of the causes of student indiscipline.

**b) Read the following passage and summarize it. (7.5)**

Most tribal communities in India are communities elsewhere in the world. They live in groups that are cohesive and organically unified. They show very little interest in accumulating wealth or in using labour as a device to gather interest and capital. They accept a worldview in which nature, man and God are intimately linked, and believe in the human ability to spell and interpret truth. They live more by intuition than by reason, they consider the space around them more sacred than secular, and their sense of time is personal rather than objective. The world of the tribal imagination, therefore, is substantially different from that of the non-tribal Indian society.

Once a society accepts a secular mode of creativity, within which the creator replaces God, imaginative transactions assume a self-conscious form. The tribal imagination, on the other hand, is still to a large extent dreamlike and hallucinatory. It admits fusion between various planes of existence and levels of time in a natural and artless manner. In tribal stories, oceans fly in the sky as birds, mountains swim in water as fish, animals speak as humans and stars grow like plants. Spatial order and temporal sequence do not restrict the narrative. This is not to say that tribal creations have no conventions or rules, but simply that they admit the principle of association between emotion and the narrative motif. Thus stars, seas, mountains, trees, men and animals can be angry, sad or happy.

It might be said the tribal artists work more on the basis of their racial and sensory memory than on the basis of a cultivated imagination. In order to understand this distinction, we must understand the difference between imagination and memory. In the animate world, consciousness meets two immediate material realities: space and time. We put meaning into space by perceiving it in terms of images. The image-making faculty is a genetic gift to the human mind.

this power of imagination helps us understand the space that envelops us. With regard to time, we make connections with the help of memory; one remembers being the same person today as one was yesterday.

The tribal mind has a more acute sense of time than the sense of space. Somewhere along the history of human civilization, tribal communities seem to have realised that domination over territorial space was not their lot. Thus, they seem to have turned almost obsessively to gaining domination over time. This urge is substantiated in their ritual of conversing with their dead ancestors: year after year, tribals in many parts of India worship terracotta or carved wood objects representing their ancestors, aspiring to enter a trance in which they can converse with the dead. Over the centuries, an amazingly sharp memory has helped tribals classify material and natural objects into a highly complex system of knowledge.

- c) Write a letter to Swiggy complaining that your order was delayed and arrived in damaged condition. (7.5)

**Q.3 Answer the following (Any two):**

- a) List down the Email etiquettes to be followed while drafting an E-mail. (7.5)
  
- b) Make flyers for any two topics: (7.5)
  - a. Supermarket
  - b. Opening of Gym
  - c. Coaching class
  
- c) Write jingles for the following products: (7.5)
  - a. Mosquito repellent
  - b. Shoe brand
  - c. Healthy Noodles
  - d. Cold drink
  - e. Perfume
  - f. Sanitary napkin
  - g) Life insurance
  - h) Baby pampers

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**FY B.COM (MANAGEMENT STUDIES)****END OF SEMESTER EXAMINATION APRIL 2025**AEC : Foreign Exchange Marketing & Derivatives DURATION: 1 Hr Marks: 30

Note: 1) Attempt any TWO questions out THREE

2) Each Question carries equal marks.

3) Figures to the right indicate full marks.

Q.1.A) Write difference between FERA &amp; FEMA (8)

B) Explain the role of FOREX Manager and its essential qualities (7)

OR

C) USD.SGD = 1.5430 / 1.5435 (8)

SGD.USD = 0.3340 / 0.3342

Calculate GBP.USD = ?

D) USD.GBP = 0.7196 / 0.7296 (7)

Calculate GBP = ?

Q.2. A) Explain the key differences between FDI and FPI. (8)

B) Explain how interest rates influence exchange rates. (7)

OR

C) Solve the given table: (15)

	1 USD	1 GBP	1 CAD
USD	1	1.7779	0.9991
GBP	?	1	0.5551
CAD	?	?	1

Find: 1) USD. GBP

2) USD. CAD

3) GBP. CAD

Q.3.A) Distinguish between NOSTRO, VOSTRO &amp; LORO (8)

B) Elaborate the term Capital Budgeting (7)

OR

C) Solve the given table: (15)

Maturity	USD / INR	USD / CHF
Spot	44.0625 / 44.0675	0.9695 / 0.97705
1 Month Forward Rate	850 - 900	10 - 5
2 Month Forward Rate	1875 - 1975	22 - 12
3 Month Forward Rate	3025 - 3225	37 - 22

1) Calculate 1,2,3 month forward rate OF USD/ INR &amp; USD/ CHF

2) Calculate 2 and 3 month forward rate of CHF / INR

Subject code: FYMS207

**FIRST YEAR B. COM MANAGEMENT STUDIES (NEP)  
EXTERNAL**

**FYBMS/II/Subject Code: \_\_\_\_\_**

**Subject: MS OFFICE**

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

**Marks: 30**  
**Time: 1 Hour**

**Q1. Answer the following: (15 Marks)**

- A. Identify and differentiate various views in PowerPoint, providing relevant illustrations.  
B. Contrast Scenario Manager with Pivot Table in MS Excel and analyze their effectiveness in data handling.

**Q2. Answer the following: (15 Marks)**

- A. Define Microsoft Excel and substantiate its role in financial data interpretation.  
B. Demonstrate the strategic use of PowerPoint presentations in corporate communication and propose enhancements to maximize engagement.

**Q3. Answer the following: (15 Marks)**

- A. Outline the steps for Mail Merge and appraise its contribution to automating bulk communication.  
B. Examine various terminologies used in MS Excel and apply them in a real-world business case.

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Subject Code: FYMS209

**FYB.COM(MANAGEMENT STUDIES)  
END OF SEMESTER EXAMINATION  
APRIL 2025**

VEC-(FOUNDATION OF BEHAVIOURAL SKILLS)

DURATION - 1hour  
MARKS- 30 marks

Note:

- 1.Q1 is compulsory
- 2.Attempt any 3 out of 5
- 3:Figures to the right indicate full marks
- 4.All questions carry equal marks

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- Q1. A. Johari Window helps us to understand self and others- Justify your answer (10 marks)
- Q2 A. Describe the concept of Conflict resolution (5 marks)  
B .List the benefits of Assertive Behaviour (5 marks)
- Q3 A. List the various forms of Communication (5 marks)  
B .Discuss the characteristics of a leader (5 marks)
- Q4 A .Mention the meaning and role of Heredity (5 marks)  
B. Discuss Emotional and Spiritual Intelligence (5 marks)
- Q5 A .Discuss the causes of Stress (5 marks)  
Q5 B. State the characteristics of values of different generation? (5 marks)

प्रथम वर्ष/सेमिस्टर - II / AEC- हिंदी भाषा : कौशल के आधार  
(Language Skill in Hindi)

समय : 01 घंटे

अंक : 30

सूचना: 1) प्रश्न क्रमांक 1 से 3 में से किन्हीं 2 प्रश्नों के उत्तर लिखिए

2) दायीं ओर के अंक गुण दर्शाते हैं।

प्रश्न 1. निम्नलिखित प्रश्नों में से कोई भी तीन प्रश्नों के उत्तर लिखिए 15

- भाषा कौशल का अर्थ बताकर उनके प्रकारों पर चर्चा कीजिए ?
- भाषा कौशल का अर्थ समझाकर लेखन कौशल की विशेषताएँ लिखिए ?
- भाषण कौशल का अर्थ समझाकर उनके तत्वों पर प्रकाश डालिये ?
- श्रवण कौशल की विशेषता बताकर उनके उपायों पर चर्चा कीजिए ?

प्रश्न 2. निम्नलिखित प्रश्नों में से कोई भी तीन प्रश्नों के उत्तर लिखिए 15

- वाचन कौशल का अर्थ बताकर उसकी विशेषताओं को स्पष्ट कीजिए ?
- वर्तमान समय में भाषा कौशलों की उपयोगिता बताकर श्रवण कौशल की विशेषता बताइए ?
- शिक्षा के क्षेत्र में भाषण कौशल और लेखन कौशल का महत्व बताकर उनकी विशेषताएँ लिखिए ?
- पढ़ने के कौशल का अर्थ समझाकर उसके महत्व पर प्रकाश डालिए ?

प्रश्न 3. निम्नलिखित प्रश्नों में से कोई भी तीन प्रश्नों के उत्तर लिखिए 15

- भाषा कौशल का अर्थ बताकर भाषण कौशल की विशेषता लिखिए ?
- श्रवण कौशल का महत्व और उसकी उपयोगिता वर्णन कीजिए ?
- वाचन कौशल का अर्थ बताकर उसकी विशेषताओं को स्पष्ट कीजिए ?
- शिक्षा के क्षेत्र में वाचन और श्रवण कौशल का महत्व बताकर उनकी विशेषता लिखिए ?

FY Sem-II AEC URDU Set-II

Urdu Communication Skill - I

Marks: 30

Time: 1 Hr

(۱۰ نمبرات)

سوال نمبر ۱۔ لہجہ کے کہتے ہیں مثال دے کر سمجھائیے۔

یا

تلفظ اور گفتگو پر اپنے خیالات کا اظہار کیجیے۔

(۱۰ نمبرات)

سوال نمبر ۲۔ فعل، فاعل اور مفعول کی تعریف لکھیے اور مثال بھی دیجیے۔

یا

صفت کسے کہتے ہیں؟ صفت کی اقسام کو مثال دے کر سمجھائیے۔

(۱۰ نمبرات)

سوال نمبر ۳۔ درج ذیل سوالوں میں سے کسی دو کے جواب دیجیے۔

(الف) زبانی مواصلات کی اقسام کا جائزہ لیجیے۔

(ب) غیر زبانی مواصلات (نان ور بل کمیونیکیشن) کیا ہے؟

(ج) زبانی اور غیر زبانی مواصلات سے آپ کیا سمجھتے ہیں؟

☆☆☆

**N.B:**

1. Attempt all questions.
2. All questions carry equal marks.
3. Figures to the right indicate full marks.

**1. Fill in the blanks with the appropriate answer. (06Marks)**

- I. \_\_\_\_\_ is not a performing art. (Painting/Dance/Music/Theatre)
- II. \_\_\_\_\_ exercise helps in voice modulation. (Lip Trills/Push - ups/Stretching/Jumping)
- III. \_\_\_\_\_ is an essential skill for a career in fine arts. (Programming/Financial analysis/Creativity/Legal drafting)
- IV. The folk dance of Madhubani is predominantly associated with \_\_\_\_\_ state in India. (Gujarat/Maharashtra/Bihar/Rajasthan)
- V. \_\_\_\_\_ emotion is most commonly explored in dramatic scenes. (Fear/Surprise/happiness/All of them)
- VI. \_\_\_\_\_ is a key feature of Indian tribal art. (Use of gold leaf/depiction of daily life and nature/Large-scale sculptures/Complex geometric patterns)

**2. Attempt any two from the following questions. (06Marks)**

- A. Discuss briefly the contribution of performing arts to Indian culture.
- B. How did performing arts in India grow historically?
- C. What are the basic elements of performing arts?
- D. Write a note on any performing art in India.

**3. Attempt any two from the following questions. (06Marks)**

- A. "Character development and analysis are integral to the performing arts". Explain in brief.
- B. "Emotional exploration and expression in performing arts involve using the medium of performance". Discuss few of them.
- C. Mention some career options in the performing arts in India.
- D. What are the key aspects of improvisation skills in performing arts?

**4. Attempt any two from the following questions. (06Marks)**

- A. Write a note on the art and craft of Indus Valley civilisation.
- B. What is the contribution of tribal art forms to Indian culture?
- C. Comment on chronicles of Indian artistry.
- D. Discuss the challenges involved in preservation of ancient Indian art forms.

Time: 1 hrs  
Subject: Extension Work  
Note:

Total marks: 30  
Semester II Examinations

1. Attempt all questions
  2. Figures to the right indicate maximum marks.
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Q1. Rewrite the following statement by choosing the correct alternative: (06 Marks)

1. Dr. Sunita Williams has set records for the most \_\_\_\_\_ by a woman.
  - a. Flights
  - b. Missions
  - c. Spacewalks
  - d. Landings
2. Kiran Bedi was the first woman to join the Indian \_\_\_\_\_ Services.
  - a. Civil
  - b. Police
  - c. Administrative
  - d. Foreign
3. What is the primary definition of child labour?
  - a. Employment of children in safe and educational environments.
  - b. Employment that deprives children of their childhood and is harmful to their development.
  - c. Part-time jobs for teenagers during summers.
  - d. Apprenticeships for young adults.
4. According to the Consumer Protection Act 2019, who can be liable for misleading advertisements?
  - a. Only advertisers
  - b. Only endorsers
  - c. Both advertisers and endorsers
  - d. Neither advertisers nor endorsers
5. How do old age homes enhance safety for residents?
  - a. 24/7 monitoring and staff assistance
  - b. Allowing residents to live alone
  - c. Providing minimal medical support
  - d. Reducing medical access
6. The Equal Remuneration Act of 1976 ensures that women and men receive \_\_\_\_\_ for the same work, promoting gender equality at workplace.
  - a. Equal pay
  - b. Flexibility
  - c. Job security
  - d. Paid leaves

Q2. Write short notes on any TWO of the following: (06 Marks)

1. Different types of old age homes.
2. Two legal rights granted to women in India to promote gender equality.
3. Laws and regulations addressing child labour in India.
4. Any two women achievers' contribution towards the nation.

Max Time: 1 hr

Semester II

Max Marks: 30

NSS (National Service Scheme)Instructions:

- 1) All questions are **compulsory**.
  - 2) Mixing of sub questions is not allowed.
  - 3) Write in clear, legible, writing.
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**Q1) Rewrite the following by choosing the correct options given below: (6)**

1. Which characteristic of a leader involves maintaining a positive attitude and motivating others to achieve goals?
  - A. Optimism
  - B. Arrogance
  - C. Negativity
  - D. Indifference
  
2. Decision-making ability in a leader is important because it helps to:
  - A. Delay important decisions
  - B. Make choices based on emotion
  - C. Make informed decisions that guide the team or organization
  - D. Avoid responsibility
  
3. World Cancer Day is celebrated on :
  - A. 24<sup>th</sup> March
  - B. 4<sup>th</sup> February
  - C. 1<sup>st</sup> May
  - D. 7<sup>th</sup> April
  
4. International Day of Non-violence is celebrated on :
  - A. 2<sup>nd</sup> October
  - B. 5<sup>th</sup> June
  - C. 1<sup>st</sup> December
  - D. 4<sup>th</sup> July
  
5. World Day of International Justice is celebrated on :
  - A. 8<sup>th</sup> September
  - B. 25<sup>th</sup> November
  - C. 21<sup>st</sup> December
  - D. 17<sup>th</sup> July
  
6. Integrity in leadership means:
  - A. Being honest and adhering to ethical principles
  - B. Focusing solely on personal goals
  - C. Avoiding accountability
  - D. Appearing successful despite unethical actions

**Q2) Short Notes:- (Any two):**

**(6)**

1. Shramadan and its scope
2. Rainwater Harvesting as part of Shramadan
3. Sorting Waste in Cleaning Activities
4. Awareness Rallies (purpose, activities and impact)

**Q3) Answer the following questions:- (Any Three)**

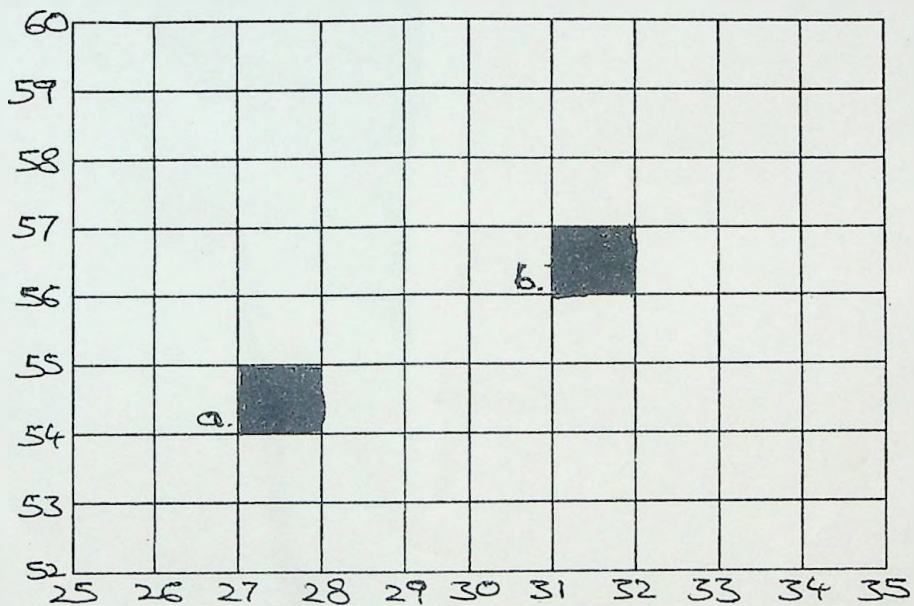
**(18)**

1. Why is the activity of Tree plantation important? What are the steps involved in Tree Plantation activity? Explain
2. What is the purpose and what are the key goals of Personality development programmes?
3. Explain the steps involved in organizing Blood donation camps? Explain
4. What is the purpose of organizing health camps? Give the guidelines of conducting an effective health camp
5. Explain the following in relation to conducting a Rally:-
  - a. Objectives and Theme of a Rally
  - b. Planning a Rally

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- NB :
1. Attempt any Three Questions
  2. All questions carry equal marks.
  3. Figures to the right indicate maximum marks.

1. Explain the different Cardinal points and all the major and minor directions in map reading ? [10]
2. Explain the types of North ? Give a four figure grid reference of the following diagram. [10]



3. What are the different types of leadership ? [10]
4. How will you use the training given in NCC in your real life ? [10]