

CENTRAL UNIVERSITY OF HARYANA

Jant- Pali, Mahendergarh (Haryana)

Name of Examination	M B A (Term End Examination: January 2023)
Year & Session	2022-23; Semester-III
Course	Management of Financial Services
Course Code	SLM MGT 01 306 C 3104
Time	3 hours
Max. Marks	70

Note: *1. Question no. 1 has seven sub parts and students need to answer any four. Each sub part carries three and half Marks.*

2. Question no. 2 to 5 have three sub parts and students need to answer any two sub parts of each question. Each sub part carries seven marks.

Q.1 Short Answer type questions

- Define Green shoe option in initial public offering case.
- How share price is fixed in book building process?
- Explain the concept of financial deepening and financial broadening.
- What is basic purpose of 'sale and lease back agreement'?
- How hire purchase agreement is different from Lease contract? Explain.
- What is the relation of Compliance officer of Merchant Banker to SEBI?
- Name major factoring services providers in India.

Q.2

- Define 'financial system'. Explain different components of financial system in India.
- Explain lease financing. Discuss accounting, legal and commercial aspects of a typical lease contract.
- Discuss role of different regulators of financial sector in India.

Q. 3

- a) Differentiate concept of factoring and forfeiting. Discuss the various aspects of forfeiting in India.
- b) What is venture capital financing. Discuss different modes of venture capital financing with suitable examples.
- c) Suppose you are an individual working as corporate executive. What precautions you will take while taking and using credit card?

Q 4

- a) Define depository in stock market. Discuss different functions of depositories in stock market.
- b) Explain concept of credit rating in India. Discuss the steps involved in credit rating of new issues by companies in India.
- c) What is securitisation of debt assets. Explain the mechanism of securitisation of financial assets.

Q 5

- a) Explain the concept of new issue. Discuss role and functions of various participants in new issue market.
- b) Explain the book building process in pricing of new issues. Discuss basic concepts of book building with suitable example of recent issue in India.
- c) Define merchant banker. Discuss different categories of merchant bankers and their functions in India as per SEBI guidelines.

CENTRAL UNIVERSITY OF HARYANA

Jant- Pali, Mahendergarh (Haryana)

Name of Examination	M B A (Term End Examination: Jan 2023)
Year & Session	2022-23 ; Semester-III
Course	Banking and Insurance
Course Code	SLM MGT 01 304 DCEC 2002
Time	3 hours
Max. Marks	70

Note: 1. *Question no. 1 has seven sub parts and students need to answer any four. Each sub part carries three and half Marks.*

2. *Question no. 2 to 5 have three sub parts and students need to answer any two sub parts of each question. Each sub part carries seven marks.*

Q.1

- a) What are the major functions performed by non-banking financial intermediaries?
- b) Explain the lending and borrowing functions of a commercial bank.
- c) What is Bancassurance?
- d) Discuss the difference between repo rate and reverse repo rate,
- e) Why Life insurance is considered different from other kinds of insurances? Explain.
- f) "Insurance is a way of managing risk, sometimes used as an investment also." Explain.
- g) What is a third party insurance claim?
- h) Explain reimbursement as a basis of claim under health insurance.

Q 2

- a) After LPG of 1991, various reforms were introduced by the Government of India for the betterment of the Indian banking system. List a few reforms done by the government and explain how it helped the banking system in India.
- b) Differentiate between commercial banks and cooperative banks in India.

- c) Explain the concept of credit creation by the commercial banks taking suitable example and calculations.

Q 3

- a) "RBI Plays role of government banker and bankers bank." In the light of above statement discuss various functions of RBI.
- b) Basel Committee on Bank Supervision (BCBS) introduced three sequential banking regulation agreements. Explain three stages of reforms.
- c) What are financial markets? Differentiate between the capital market and money market in India.

Q 4

- a) Explain the following principles of Insurance:
- a. Principle of Subrogation
 - b. Principle of Double insurance
 - c. Principle of Insurable interest
- b) Explain in detail the role and various functions performed by IRDA for regulation of the Indian insurance sector.
- c) Write a detailed note on classification of Life insurance and non life insurance policies in India.

Q 5

- a) What is the procedure of claiming life insurance? Write all the steps in detail along with the documents required for the same.
- b) India's New Economic Policy was announced on July 24, 1991 known as the LPG or Liberalisation, Privatisation and Globalisation model. Explain the effect of these policies on the Indian insurance sector in context to privatisation of the insurance sector in India.
- c) Write a detailed note on evolution of the insurance sector in India. Also explain the present status of the Indian insurance sector.

CENTRAL UNIVERSITY OF HARYANA

Term End Examinations, January, 2023

Programme: Master of Business Administration (MBA)

Semester: III Semester

Max. Time: 3 Max.

Course Title: Industrial Relations & Labour Laws

Marks: 70 Hours

Course Code: SLM MGT 01 306 C 3104

Instructions:

1. Question no. 1 has seven sub parts and students need to answer any four. Each sub part carries three and half Marks.
2. Question no. 2 to 5 have three sub parts and students need to answer any two sub parts of each question. Each sub part carries seven marks.

Question 1: Write short notes on the following:

1. "Bonus is a dynamic concept". Comment.
2. Define the term 'Floor Wages'.
3. What is Collective Bargaining
4. Briefly explain the purposes for which the Employees' State Insurance Fund is created.
5. What are the Problems of Trade Unions in India?
6. Definition of 'Retrenchment' under Industrial Dispute Act 1947.
7. Write a note on the eligibility for payment of gratuity under the Payment of Gratuity Act, 1972

Question 2:

- a) "Responsibilities of the Workers Organization has been increased in the modern Industrialization era". Comment.
- b) "Industrial relations are composite result of the attitudes and approaches of employer and employee towards each other with regard to planning, supervision, direction and co-ordination of activities of organization with minimum of human effort and frictions..." Dale Yoder. State the meaning and characteristics of Indian Industrial System.
- c) State and explain the provisions relating to 'Health and Welfare of the Workers' under the Factories Act, 1948.

Question 3:

- a) What is Code on Wages 2019? Define 'Employees' and 'workers' according to the Code of Wages, 2019.
- b) Who is Inspector -cum -Facilitator? Explain the Appointment and powers of Inspector-cum-Facilitator.
- c) Briefly explain-
 - I. Offenses and Penalties.
 - II. Payment of Bonus.

Question 4:

- a) Discuss the following:
 - I. Role of Trade Unions in Social Justice.
 - II. Contribution of Trade Unions in workers education and increasing productivity.
- b) Write notes on the following:
 - I. Definition of 'Industrial Dispute'.
 - II. State the authorities under Industrial Disputes Act 1947.
- c) "Collective Bargaining assumes Collective wisdom of both labour and management". Discuss it with the help of some recent cases in the India.

Question 5:

- a) What is the need of Maternity Benefit legislation? Explain the provisions of Maternity Benefit Act related to its applicability and qualifying conditions.
- b) "Industrial relations in India are not conducive to rapid Industrial Growth "Do you agree? Suggest measures to bring about harmonious industrial relations for sustained growth?"
- c) "Workers Participation in Management is essential to industrial democracy and Socialistic pattern of society". In the light of the statement, discuss the role of Workers Participation in Management.

CENTRAL UNIVERSITY OF HARYANA

Jant- Pali, Mahendergarh (Haryana)

Name of Examination	M B A (Term End Examination: Jan 2023)
Year & Session	2022-23 ; Semester-III
Course	Corporate Governance
Course Code	SLM MGT 01 305 DCEC 2002
Time	3 hours
Max. Marks	70

Note: 1. *Question no. 1 has seven sub parts and students need to answer any four. Each sub part carries three and half Marks.*

2. *Question no. 2 to 5 have three sub parts and students need to answer any two sub parts of each question. Each sub part carries seven marks.*

Q.1 Short Answer type questions

1. Differentiate the terms Aufsichtsrat and Vorstand.
2. Define section 906 of United States Sarbanes Oxley Act (SOX).
3. Explain recent preliminary CBI findings in ICICI Chanda Kochar case.
4. What was the legal position of remuneration to independent directors before 2020 amendments?
5. Which are major board committees in United States of America?
6. What is composition of nomination committee in India?
7. How much minimum amount of CSR companies are supposed to spend every year?

Q 2

- a) Why the concept of corporate governance got attention of all government, corporate leaders and academia in last few decades? Discuss major global and Indian corporate events.
- b) Discuss different theories of corporate governance.
- c) What are different models of corporate governance worldwide. Discuss with suitable presentation.

Q 3

- a) Define director of a company. Discuss the roles and responsibilities of directors in corporate sector.
- b) Discuss company law provisions related to appointment, qualifications and disqualifications for directors in India.

- c) Explain the concept of CEO duality. Discuss pros and cons of CEO duality with suitable examples.

Q.4

- a) Define important company law provisions related to women directors in India.
- b) Who can be an independent director of a company? Discuss provisions related to remuneration of independent directors in India.
- c) Explain composition of Audit committee in India. Also discuss its role and function.

Q.5

- a) Discuss the concept of Corporate Social Responsibility. Explain provisions related to CSR committee and various areas of CSR spending.
- b) Critically compare Corporate governance practices in USA and India.
- c) Discuss various provisions related to corporate governance issued by Securities and Exchange Board of India.

CENTRAL UNIVERSITY OF HARYANA

Term End Examinations, January 2023

Programme: MBA	Session: 2022-23
Semester: III	Max. Time: 3 Hours
Course Title: Marketing Research	Max. Marks: 70
Course Code: SLM MGT 01 304 C 3104	

Instructions:

1. Question Number 1 has seven sub parts and students need to answer any four. Each sub part carries three and half marks.
2. Question Number 2 to 5 have three sub parts and students need to answer any two of each question. Each sub part carries seven marks.

Question No. 1

- a) Differentiate *marketing intelligence* from *marketing research* with suitable examples.
- b) Briefly define the meaning of *apparent* and *latest* problems in research. Justify with industrial examples.
- c) Write short note on *administrative errors* in research process.
- d) How *comparative scales* are different from *non-comparative scales*? Give examples.
- e) Define the meaning of *probing* in field survey. Also mention some probing techniques which can be useful for data collection.
- f) How ANOVA is different from t-test? Can these be used interchangeably? Give your justification.
- g) In one case, the data is normally distributed and in another one the data is skewed. What shall be the position of mean, median and mode in both cases? Show graphically.
- h) What does R^2 means in regression analysis? Explain with the help of an examples.

Question No. 2

- a) How *cross-sectional* and *longitudinal* research designs are different to each other? Discuss their relevance and application in contemporary business setup.
- b) What focal points need to be taken care of while referring the secondary data in any research process? Give proper classification of published and unpublished sources of secondary data with suitable examples.
- c) Define and discuss *comparative* and *non-comparative scales* used in research. Explain their various types and the purpose for which they are used.

Question No. 3

- a) What is the genesis of questionnaire in a research process? Discuss the steps involved in structuring a good questionnaire and also explain the purpose of editing it.
- b) Discuss in detail the meaning and process of stratified and cluster sampling. Also explain the major argument under what conditions they are to be used. Give suitable examples of each.
- c) Define hypotheses and explain the steps involved in the process of its testing. Also discuss under what conditions the type-I and type-II errors can be committed.

Question No. 4

- a) Define and give examples of each; universe, population, sampling frame, sampling unit and sample size. Also give the formula for sample size determination.
- b) What *causality* means in research? Do you think it has same meaning and interpretation for an ordinary person and a scientist? Elaborate your justification by citing an example.
- c) Define and discuss the difference between *regression* and *correlation* analysis and explain the types of correlation with the help of diagrams. Also explain the meaning of correlation coefficient having value $+0.75$ and -0.75 .

Question No. 5

- a) What do you understand by factor analysis? List out the assumptions to be considered while using factor analysis. Also explain the meaning of cumulative variance in factor analysis, say for example: 82.48%.
- b) Define and discuss the basic guidelines for writing a good research report and explain the components of main body of the report. Also mention the pre-requisites for making the report effective for its readers.
- c) Write short note with examples: i) Outliers ii) Paired sample t-test

CENTRAL UNIVERSITY OF HARYANA
Jant-Pali, Mahendergarh, Haryana
Term End Examination January 2023

Name of Programme	: MBA		
Year & Semester	: Jan 2023, Third Semester		
Course Name	: Training and Development		
Course Code	: SLM MGT 01 308 C 33104		
Maximum Marks	: 70	Duration	: 3 Hrs

Note: Attempt any 5 questions. Question No. 1 is compulsory.

All questions carry equal marks

Instructions:

1. Question no. 1 has seven sub parts and students need to answer any four. Each sub part carries three and half Marks.
2. Question no. 2 to 5 have three sub parts and students need to answer any two sub parts of each question. Each sub part carries seven marks.

Question No. 1.

- a) Describe objectives of Training Program.
- b) Can employees learn through interaction?
- c) Why apprenticeship programmes are attracting employees now a days? Explain.
- d) Explain how does a concept map help learners?
- e) Explain the limitations of MOOC's in delivering learning.
- f) Explain the problems encountered in planning a training program.
- g) How is social media platforms like LinkedIn, twitter, facebook etc. are helpful in learning.

Question No. 2

- a) What steps are included in the training design model? Explain in detail.
- b) Can allowing trainees to make errors in training be useful? Comment on it.
- c) Explain how training relates to attracts new employees, employee retention and motivation.

Question No. 3

- a) What factors company needs to consider in deciding whether to outsource its entire training function? Are the considerations different if the company wants to outsource a training program? Explain.

- b) If you have to use an online technology to identify training needs for customer service representations for a web based clothing company? What steps would you take to ensure that the technology will not threaten the employees.
- c) Why need assessment is considered as the most important step in any training programme? Explain the Training Need Analysis Process.

Question No. 4

- a) What learning conditions do you think are important and necessary for learning to occur?
- b) Your Boss says ‘Why do I need to tell you what type of learning capacity I’m interested in? I just want a training Program to teach employees how to give good customer service. Explain to the boss how “good customer service” can be translated into different learning outcomes.
- c) Explain how technology has changed the learning environment. What conditions are best for the use of social media tools as part of learning solution?

Question No. 5

- a) What are the reasons of ineffectiveness of on the job Training (OJT)? What can be done to ensure its effectiveness?
- b) Explain the strength and weaknesses of each of the following evaluation design: posttest only, pretest /posttest with comparison group and pretest/ posttest only?
- c) Explain the factors influencing the choice of evaluation design.

CENTRAL UNIVERSITY OF HARYANA

Term End Examinations January 2023

Programme: MBA

Session: 2022-23

Semester: Third

Max. Time: 3 Hours

Course Title: Business Policy and Strategic Management

Max. Marks: 70

Course Code: SLM MGT 01 302 C 3104

Instructions:

1. Question no. 1 has seven parts and students are required to answer any four. Each part carries three and half Marks.
2. Question no. 2 to 5 have three parts and student are required to answer any two parts of each question. Each part carries seven marks.

Q 1. (4X3.5=14)

- a) Comment on the origin of the subject "Business Policy and Strategic Management". In light of your answer, discuss its relevance.
- b) How 'Glueck View' is different from 'Hofer View' in context of strategy? Explain.
- c) Explain the concept of leverage and fit in strategy formulation with examples.
- d) Do 'Synergistic Effects' really exist within an organization? Give reasons for your answer.
- e) Discuss the relevance of 'Procedural Implementation' in strategy implementation.
- f) Why managing change is considered as a major challenge in strategy implementation? Explain with example.
- g) Are 'Strategy Evaluation' and 'Strategy Control' different? If yes, how? If no, why not? Explain.

Q 2. (2X7=14)

- a) Read the below given statement carefully:

"Business is like war. If strategy is correct, any number of tactical errors can be made and yet the enterprise proves successful"

Do you agree with this statement? If yes, Why? If no, Why not? Explain your answer with examples.

- b) Do you agree with the view point (Practitioners and companies don't have clear understanding of what strategy is?) of Hambrick and Fredrickson which they propounded in the paper "Are you sure you have strategy" published in 'Academy of Management Executive' in 2001.

What was their full argument? Discuss your agreement or disagreement with the argument? Give reasons for your answer.

- c) How big the 'rationality in decision making' is an issue in strategic decision making? What can be its implications? Explain with examples.

Q3.

(2X7=14)

- a) What was the core idea of Gary Hamel and C K Prahalad's paper 'Strategic Intent' published in 'Harvard Business Review' in 1989? What problem did it solved in strategic management? Explain with examples.
- b) Discuss the relevance of 'Core Purpose' in vision formulation as argued by James C Collins and Jerry Porras in their article 'Building Your Company's Vision' published in 'Harvard Business Review' in 1996? How do you see vision formulation without 'Core Purpose'? Explain with examples.
- c) What could be the potential reason(s) for an organization suffering from 'Strategic Myopia'? Explain your answer by giving an example. How the organization in your example came out of strategic myopia?

Q 4.

(2X7=14)

- a) Lawrence Hrebiniak in his paper 'Obstacles to effective strategy implementation' published in 'Organizational Dynamics' in 2006 documented 'Managers are trained to plan, not execute' as an important overarching issue which impede the strategy execution. Do you agree with Lawrence on this point? Support your answer by giving at least two examples.
- b) Is it necessary for 'Organizational Structure' to change when a new strategy is being implemented? Support your answer by giving at least two examples.
- c) Do you really think that projects are vehicles for strategy implementation? How do you think strategy implementation without projects? Explain your answer.

Q 5.

(2X7=14)

- a) Why shareholders are not usually considered as participants in strategic evaluation? Does it impact the evaluation if they are considered? Explain your answer.
- b) Discuss the relevance of 'Premise Control' by giving examples. What if, it is not considered as an control mechanism?
- c) There are mixed arguments over the importance of 'Strategic Surveillance' as a control technique for strategy. Do you find it relevant? Discuss with examples.

CENTRAL UNIVERSITY OF HARYANA

Term End Examinations, January 2023

Programme: MBA	Session: 2022-23
Semester: III	Max. Time: 3 Hours
Course Title: Retail Management	Max. Marks: 70
Course Code: SLM MGT 01 302 DCEC 2002	

Instructions:

1. Question Number 1 has seven sub parts and students need to answer any four. Each sub part carries three and half marks.
2. Question Number 2 to 5 have three sub parts and students need to answer any two of each question. Each sub part carries seven marks.

Question No. 1

- a) How organised retailing is different from unorganised retailing? Comment.
- b) Define the concept of *shrinkage* in retailing.
- c) Differentiate *vertical integration* from *horizontal integration* in retailing. Give suitable examples.
- d) Write a short note on the changing nature of retail industry.
- e) Discuss the essence of *Self-analysis* in retailing.
- f) *Merchandise and assortments are complementary to each other.* Do you agree with this statement or not? Justify.
- g) Write a short note on *Reliance Retail*.

Question No. 2

- a) *Retailing is the last economic activity of any business.* Discuss and give your view points on this statement.
- b) Do you think retailing provides entrepreneurship opportunities? Discuss the case of any person in Indian retail who has exploited such opportunity.
- c) *Better customer services leads to competitive advantage to the retailers.* Justify your agreement or disagreement to this statement with suitable examples.

Question No. 3

- a) Discuss the principles around which the modern retail is designed. Draw at least one layout of a store known to you.
- b) How window display is different from window shopping? Discuss the advantages and disadvantages of both in context of retailer as well as customer.
- c) *Increasing intervention of social media in retailing has made the job more competitive for retailers.* Give your viewpoint on this statement.

Question No. 4

- a) Discuss the relevance of retailing sector as one of the emerging promising career option for the young generation. Justify why and how of your thought process on this.
- b) What is the importance of store layout for any retailer? Discuss various steps to design the layout of a store.
- c) Discuss the major components which help in creating an attractive store environment. Also give your personal experience of visiting a store which appealed you most.

Question No. 5

- a) Define brand equity and discuss the major factors affecting it. Give example of any brand known to you having high brand equity.
- b) Write a detailed note on the future of Indian retail in 2030. Also explain how technology is going to have its say in the development of future retail management.
- c) Write short note on the following in about 150 words each
 - i) Stock Turns
 - ii) Event Retailing
 - iii) Mobile Van Retailing

CENTRAL UNIVERSITY OF HARYANA

Term End Examinations January 2023

Programme: Generic Elective Course (GEC)

Session: 2022-23

Semester: III

Max. Time: 3 Hours

Course Title: PHYSICAL FITNESS AND CONDITIONING

Max. Marks: 70

Course Code: SOE PES 030302 GEC4004

Instructions:

1. Question no. 1 has seven parts and students are required to answer any four. Each part carries three and half Marks.

2. Question no. 2 to 5 have three parts and student are required to answer any two parts of each question. Each part carries seven marks.

Q 1. (4X3.5=14)

- a) What do you mean by physical fitness and conditioning?
- b) Define anaerobic capacity?
- c) List down five general exercise of whole body.
- d) What is the concept of warming up?
- e) Define posture and describe its different types. Mention the types of postures.
- f) Describe the processes for calculating your BMI and expand 1RM. Give the formula of BMI.
- g) Write down the principle of sports training. Give the principle of over load.

Q 2. (2X7=14)

- a) What is the need and importance of physical fitness and conditioning? What is the importance of physical fitness in your life? Explain in detail.
- b) Explain physical fitness components in detail.
- c) Role of warming up and cooling down in the training session.

Q3. (2X7=14)

- a) Explain the benefits of weight training in detail.
- b) Describe any seven Swiss ball workouts and their advantages.
- c) What do you know by Interval Training method? Describe its procedure in detail.

Q 4. (2X7=14)

- a) Describe various body types with their specific characteristics.
- b) What do you know by body composition? How it is an indication of health?
- c) Describe common postural deformities and their corrective exercises.

Q 5.

(2X7=14)

- a) What is Flexibility and explain the various exercises to improve flexibility.
- b) How you will manage the body pain with the help of exercise?
- c) Design a fifteen-day fitness training programme for youth.