

SHRIMATI INDIRA GANDHI COLLEGE

(Nationally Accredited at 'A' Grade (3rd Cycle) By NAAC)

Tiruchirappalli – 2.

QUESTION BANK FOR

M.COM STUDENTS

2017-2018



DEPARTMENT OF COMMERCE

CONTENT

M.COM			
SEMESTER	PAPER NAME	CODE.NO	PAGE.NO
I	Fundamentals Of Information Technology	P 8 MC 12	3
	Incom Tax Theory Law And Practice	P16MC 14	5
	Insurance Management		14
	Service Marketing	P 16 MC12 / P 16 BME 1 B	16
II	Advanced Financial Management	9 COM 2	18
	Corporate Laws	P 16 MC 13	20
	Organisational Behaviour		22
	Quantitative Techniques For Business Decisions	P16MC22	24
III	Human Resource Management	P 16 MC 23/ P 16 FME 2 B/P 16 CO 23/ P 16 BME 5 B/P 16 CAE 5 A	29

S.No. 3090

P 8 MC 12

(For candidates admitted from 2008-2009 onwards)

M.Com . DEGREE EXAMINATION, NOVEMBER 2016

Commerce

FUNDAMENTALS OF INFORMATION TECHNOLOGY

Time : Two hours

Maximum : 45 marks

SECTION A — (6*2=12)

Answer ALL questions.

1. What is an output device?
2. Define 'Workstation'.
3. What is an Application software?
4. Define 'Multitasking'.
5. What are all the Keys available in DBMS?
6. Why do we need First Normal Form?

SECTION B – (3*4=12)

Answer ALL questions.

7. (a) Explain any two auxiliary storage devices?
Or
(b) Write briefly about Scanners.
8. (a) Elaborat briefly about Real-Time OS.
Or
(b) Why for an Assembly language? State its merits and demerits.
9. (a) Write short notes on File Processing.
Or
(b) Write notes on Object oriented model and inference Model.

Section C – (3*7=21)

Answer any THREE questions.

10. Discuss the different types of Memory.
 11. Explain how does the Computers play vital role in Business Fields.
 12. What is an OS? Explain its functions.
 13. With a block diagram Write notes on Different Database Levels.
 14. Why do we need a Database? Explain the services provided by DBMS.
-

(For candidates admitted from 2016-2017 on wards)

M.Com.DEGREE EXAMINATION, NOVEMBER 2016

Commerce

INCOME TAX THEORY LAW AND PRACTICE

Time: Three hours

Maximum: 75 marks

PART A _(10x2=20)

Answer ALL questions.

1. Who is an assessee?
2. State any two incomes which are exempt from tax.
3. What are the different forms of salary?
4. How do you compute annual value?
5. Who is the Karta of the family?
6. What is partnership?
7. What do you mean by rebate of income –tax?
8. Form the following information compute the tax liability of Mr.Y for the assessment Year 2016-17:

Particulars	Rs.
Business Income	-20,000
Short-term capital gains	5,000
Long –term capital gains	2,55,000
Interest on Securities	15,000
Deposit in public provident fund	5,000

9. Gross up the following income.
 - Winnings received from horse race Rs.70, 000
 - Interest received from debentures Rs.9, 000.
10. Advice about taxability of the following income under income from other sources.
 - Interest on Special bearer bonds 1991

Salary received by Member of Parliament.

PART B_ (5x5=25)

Answer ALL questions.

11. (a) Distinguish between Assessment year and Previous year.

Or

(b) Explain any Seven exempted income from tax.

12.(a) From the following information compute the exempted amount of House rent allowance of Mr. Ram who resides at Kanpur:

Particulars	I Rs.	II Rs.	III Rs.
Salary per Month	45,000	6,000	6,000
H.R.A.received per month	525	300	1,050
Rent paid per month	300	960	750

Or

(b) From the following information compute the annual value of the house:

Particulars	Amount Rs.
Municipal value	1, 50,000
Fair rent	1, 80,000
Standard rent	1, 60,000
Actual rent	20,000 p.m.

Municipal tax paid by the owner 20% of MV.

Unrealized rent Rs.40, 000. Conditions of Rule

4 are satisfied.

- 13.(a) Dr Rajesh is a medical practitioner in Chennai. From the following, calculate his income from profession for the assessment year 2016-17.

Particulars	Amount
Gross receipts from dispensary	2,35,000
(i) Gross receipts from consultancy	1,65,000
(ii) Operation fees	2,50,000
(iii) Visiting fees	50,000
(iv) Gifts from patients	30,000
(v) Medicines purchased	1,25,000
(vi) Closing stock of medicine	15,000
(vii) Opening stock of medicine	25,000
(viii) Salary to employees	1,50,000
(ix) Dr. Rajesh went to attend a medical seminar in Gennany in update knowledge and spent Rs.65, 000 on it.	
(x) Medical books purchased Rs.20, 000	

Or

- (b) Compute income from other sources of Mr. Ravi for the AY 2016-17.His investments are :

5% govt.securities Rs.70, 000
 7.5% Agra Municipal Bond Rs.50, 000
 9% debentures of a company Rs.30, 000
 7% Capital Investment Bond Rs.20, 000

14. (a) From the following information compute tax payable by Smt.

Ram for the Assessment Year 2016-17:

Particulars	Rs.
(i) Income from House Property (Computed)	80,000

(ii)	Interest on Government Securities	10,000
(iii)	LTCG	50,000
(iv)	Income from Business	10,55,000
(v)	Agricultural Income	1,00,000
(vi)	Amount withdraw from Public Provident Fund	50,000
(vii)	Purchased N.S.C VII Issue	30,000
(viii)	Deposited in PPF	60,000
(ix)	Subscription to eligible issue of capital	35,000

Or

- (b) The taxable income of an individual is Rs.9, 70,000 from Business and Rs.60, 000 from House Property for the previous year 31st March, 2016. His wife is also employed and is getting a salary of Rs.16, 500 per month. Prepare his assessment for the relevant assessment year.

- 15.(a) From the following particulars of a Hindu undivided family compute the total income and tax payable for the Assessment Year 2016-17:

Particulars	Rs.
Rent from House Property	30,000
Municipal Taxes paid	2,000
Income from Business	5, 20,000
Loss from Speculations Business	10,000
Loss from Hedging Contracts	5,000
Interest on Savings Banks A/c	6,000

Or

- (b) A and B are active partners and C and D are sleeping partners in a firm. A Profit & Loss Account, drawn for the year ended 31st March, 2016 shows a profit of Rs.25, 000. The profit has been arrived at after allowing salary and interest to partners, as per deed, as follows:

Particulars	A	B	C	D
	Rs	Rs	Rs	Rs
Salary	25,000	23,000	-	-
Interest@12%	2,000	4,000	6,000	3,000

Further, the long-term capital gains of the firm are Rs.40, 000. The partner's share in profit or loss are equal.

You are required to compute the total income of the firm and its liability.

PART C _ (3x10 =30)

Answer any THREE questions.

16. Explain the types of residential status in income tax.
17. The following particulars relate to income of Sri Rajeev Mehate for the Previous Year 2015-16:
He is employed in a cotton textile mill at Bangalore on a

monthly salary of Rs.25, 000. He is also entitled to a commission @ 1% of sales effected by him. The sale effected by him during the previous year amounted to Rs.40, 00,000. He received the following allowances and perquisites during the previous year:

- (a) Dearness pay @ Rs.6, 000 per month
- (b) Bonus @ two months basic salary.
- (c) Entertainment allowance @ Rs.2, 000 per month
- (d) House Rent Allowance @ Rs.5, 000 per month
- (e) The employer paid Rs.10, 000 towards the income-tax liability of Sri Rajeev Mehta.
- (f) The employer provided him L.T.C. of Rs. 35,000 for going to Simla.
- (g) He has also been provided with gas, electricity and water facility and employer spent Rs.15, 000 on these.
- (h) The employer gave him cotton worth Rs.1, 000 free of cost.
- (i) He and his employer both contributed 15% of his salary to his recognized provident fund and interest credited to this fund @ 9% amounted to Rs.30, 000 during the previous year.
- (j) He spent Rs.6, 000 per month as rent of the house occupied by him in Bengaluru.

Compute his taxable income under the head `Salaries` for the Assessment Year 2016-17.

18. Dr.Suresh is a medical practioner. Besides his own practice, he works as a part- time physican in a private hospital for which he receives a monthly remuneration.He is also a consultant-

physician of XYZ Co.Ltd., on a monthly retainer fee.

The doctor maintains a record of his receipts and payments and for the year ended 31st March, 2016 the following information are abstracted therefrom:

Receipts:	Rs.
Consultation fee receipts	2, 60,000
Gross Remuneration from the private hospital	1, 24,000
Retainer fee from XYZ Co.Ltd.	60,000
Interest on Savings Bank A/c	13,000
Payments:	
Rent and electricity charges for the clinic	12,000
Telephone Charges	2,400
Printing and Stationery	500
Car maintenance expenses	12,000
Wages of clinical assistant	3,600
Driver`s Salary	3,600
Life Insurance Premium	2,400

The written-down value of car and the furniture at the clinic as on 1.4.2015 are noted to be Rs.25,000 and Rs.2,000 respectively.20% of the use of the car and the telephone is attributable to the personal and private purposes.Provide for depreciation on car @ 15% and furniture @ 10 %.

Compute total income of the doctor for the assessment year 2016-17.

19. In respect of the assessment year 2016-17, Mr.A furnishes the following particulars and requests you to work out his tax liability:

Particulars	Rs.	Rs.
(a) Business income		6, 54, 00
(b) Capital Gains Long-term		60,000
(c) Other Sources:		
(i) Interest on savings		
Bank A/c	9,000	
(ii) Interest on Debentures		
(No TDS)	5,000	14,000
Gross Total Income		7,28,000

Particulars	Rs.
Deductions:	
(1) Contributions towards:	
(A) LIC Pension Scheme	15,000
(B) LIC Premium	10,000
(2) Contributions to Public	
Provident Fund	10,000
(3) Investment in National Savings	
Certificates	45,000
(4) Medical Treatment of Disabled	
Dependant	20,000

20. A domestic company in which public are substantially interested submits the followings particulars of its income of the previous year enden March 31, 2016:

Particulars	Rs.
(a) Profits of business after deduction of donations to approved Charitable institution	1, 90,00
(b) Donation to charitable institution by cheque	30,000
(c) Interest on Government Securities	10,000
(d) Dividend from a domestic company (Gross)	60,000
(e) Long-term capital gain	50,000
(f) Book Profits u/s 115-JB	8,00,000

During the financial year 2015-16 the company deposited Rs.15,000 in Industrial Development Bank of India. The company distributed gross dividend of Rs.1, 00,000 on 06.12.2015

Compute the taxable income of the company and tax payable by if for the assessment Year 2016-17.

M.COM DEGREE EXAMINATION, NOVEMBER 2016

COMMERCE – Elective

INSURANCE MANAGEMENT

Time: Three hours

Maximum : 75 marks

SECTION A – (10x2 = 20)

Answer All questions.

1. Define insurance.
2. What is insurable interest?
3. What is surrender value?
4. What is annuity?
5. What is reinsurance?
6. What is double insurance?
7. What is marine insurance?
8. What is marine perils?
9. What is crop insurance?
10. What do you mean by Burglary insurance?

SECTION B – (5X5=25)

Answer All questions.

11. a) What are the characteristics of an insurance?

Or

- b) List out the major players in insurance business.

12. a) Examine the various types of mortality table.

Or

b) Explain the different types of risks.

13. a) Differentiate reinsurance from double insurance.

Or

b) Discuss the nature of a fire insurance contract.

14. a) Explain the different types of marine losses.

Or

b) What are the essentials of a marine insurance contract?

15. a) What are the conditions of motor insurance policies?

Or

b) Mention the features of cattle insurance.

SECTION C – (3X10 = 30)

Answer any THREE questions.

16. Describe the impact of privatization of insurance in India.

17. Write a brief note on progress of life insurance business in India.

18. Explain the various kinds of fire policies.

19. Examine the various clauses of marine insurance policies.

20. Point out the important provisions of IRDA

(General insurance- Reinsurance) Regulations 2000.

P 16 MC12 / P 16 BME 1 B

M.com DEGREE EXAMINATION, NOVEMBER 2016.

Commerce/Bank Management

SERVICES MARKETING

Time : Three hours

Maximum : 75 marks

PART A – (10X2 = 20)

Answer All questions.

1. Distinguish between goods and services.
2. Give any four reasons for the growth of service sector.
3. How would you define service marketing?
4. Write a short note on decision making process.
5. What is service quality?
6. Compare core service with augmented service.
7. Who are the users of banking services?
8. Comment on insurance marketing.
9. What are unique features of tourism services?
10. Distinguish between literacy and functional literacy in education marketing.

PART B – (5X5 = 25)

Answer All questions.

11. a) Explain the significance of services marketing.

Or

- b) What are the reasons for the growth of service organization?

12. a) Write a detailed note on “societal concept” of services marketing.

Or

- b) Examine the elements of Total Quality management.

13. a) Explain the service life cycle concept.

Or

b) Mention the various forms of service diversification.

14. a) Discuss the price mix for the insurance organizations that helps in making it motivational tool.

Or

b) Describe the components of promotional mix for a road transport organizations.

15. a) Explain the different bases for segmenting the tourist markets.

Or

b) Describe the marketing mix elements of communication services.

PART B – (3X10 = 30)

Answer any Three questions.

16. Explain the difference between goods and services.

17. Discuss the factors influencing buyer behavior in services marketing.

18. Explain the different stages in the development of new service.

19. Describe the marketing mix of a bank.

20. Discuss the components of a promotional mix for a health services.

S.No. 7118

P 16 MC 13

(For candidates admitted from 2016-2017 onwards)

M.Com . DEGREE EXAMINATION, APRIL 2017.

Commerce

CORPORATE LAWS

Time : Three hours

Maximum : 75 marks

SECTION A — (10*2=20)

Answer ALL questions.

1. Define company.
2. What is special resolution?
3. Write brief note on development council.
4. What is substantial expansion?
5. What is meant by foreign exchange?
6. Who is called as an authorised person order FEMA?
7. Who is called is consumer?
8. Why is essential commodities Act passed?
9. What is air pollution?
10. Who is called as an occupier?

SECTION B – (5*5=25)

Answer ALL questions.

11. (a) List out the persons who are not eligible for appointment as directors.

Or

- (b) Write a brief note on managerial remuneration of managing director.

12. (a) Briefly explain the scope of IDR Act.

Or

- (b) How are scheduled industries regulated by the IDR Act?

13. (a) What are the powers of an authorised person under FEMA?

Or

- (b) Explain the provisions relating to the transfer of immovable property inside India.

14. (a) Who can make a complaint and to whom a complaint can be made?

Or

(b) What are the remedies under the consumer protection Act?

15. (a) Write a short note on air (prevention and control of pollution) Act.

Or

(b) Explain the duties of occupier of specified industries.

SECTION C – (3*10=30)

Answer any THREE questions.

16. How the directors are appointed in a company?

17. Examine the provisions relating to registration and incensing under IRD Act.

18. Describe the rules relating to make an appeal to adjudication authority under FEMA.

19. In what way consumer protection Act can help the consumers in the redressal of their grievances?

20. Analyse the powers of State Board Under air and water (prevention and control of pollution) Acts.

S.No. 7118

P 16 MC 13

(For candidates admitted from 2016-2017 onwards)

M.Com . DEGREE EXAMINATION, APRIL 2017.

Commerce

CORPORATE LAWS

Time : Three hours

Maximum : 75 marks

SECTION A — (10*2=20)

Answer ALL questions.

1. Define company.
2. What is special resolution?
3. Write brief note on development council.
4. What is substantial expansion?
5. What is meant by foreign exchange?
6. Who is called as an authorised person order FEMA?
7. Who is called is consumer?
8. Why is essential commodities Act passed?
9. What is air pollution?
10. Who is called as an occupier?

SECTION B – (5*5=25)

Answer ALL questions.

11. (a) List out the persons who are not eligible for appointment as directors.

Or

- (b) Write a brief note on managerial remuneration of managing director.

12. (a) Briefly explain the scope of IDR Act.

Or

- (b) How are scheduled industries regulated by the IDR Act?

13. (a) What are the powers of an authorised person under FEMA?

Or

- (b) Explain the provisions relating to the transfer of immovable property inside India.

14. (a) Who can make a complaint and to whom a complaint can be made?

Or

(b) What are the remedies under the consumer protection Act?

15. (a) Write a short note on air (prevention and control of pollution) Act.

Or

(b) Explain the duties of occupier of specified industries.

SECTION C – (3*10=30)

Answer any THREE questions.

16. How the directors are appointed in a company?

17. Examine the provisions relating to registration and incensing under IRD Act.

18. Describe the rules relating to make an appeal to adjudication authority under FEMA.

19. In what way consumer protection Act can help the consumers in the redressal of their grievances?

20. Analyse the powers of State Board Under air and water (prevention and control of pollution) Acts.

M.Com. DEGREE EXAMINATION, APRIL 2017

ORGANISATION BEHAVIOUR

Time: Three hours

Maximum: 75 marks

Section A (10x2=20)

Answer ALL questions.

1. List any four models of organizational behaviour.
2. Define organizational behaviour.
3. What do you mean by operant conditioning?
4. Mention the components of attitude.
5. Differentiate between formal groups and informal groups in an organization.
6. What are the causes of stress?
7. Explain group dynamics.
8. What of quality of work life?
9. What are the main functions of organizational climate?
10. Give any two factors that affect organizational climate.

Section B (5x5=25)

Answer all questions.

- 11.a) Explain the various disciplines that contribute to organizational behavior.

(Or)

- b) Discuss the different approaches of organizational behavior.

12. a) What is cognitive dissonance and how it is related to attitude?

(Or)

- b) Explain the perception process with an illustration.

13. a) What are the major personality traits that managers need to be aware of in order to understand work place behaviour?

(Or)

b) Write a note on Group cohesiveness.

14. a) Explain the transactional theory to leadership with as illustration.

(Or)

b) Describe various types of conflict.

15. a) Discuss the techniques of organizational development.

(Or)

b) Examine the various factors influencing organizational effectiveness.

Section C (3x10=30)

Answer any THREE questions

16. Write a detailed note on Hawthorne experiments.

17. Explain the theories of learning.

18. What are the reasons for work stress? Explain the various measures adopted by the organizations to manage work stress.

19. Bring out the concept of Motivation with its theories in detail.

20. What are the human reactions to organizational change? Suggest ways to overcome the resistance of change.

M.Com Degree Examination, April 2017

QUANTITATIVE TECHNIQUES FOR BUSINESS DECISIONS (P 16 MC 22)

Time: Three Hours

Maximum : 75 Marks

SECTION –A (10*2=20)

Answer All Questions

1. Write note on regression lines.
2. Explain the importance of time series.
3. State any two applications of Poisson Distribution.
4. What do you understand by dependent and independent Variables?
5. What is Binomial Distribution?
6. What is Optimal Solution?
7. Give the meaning of interpolation and extrapolation.
8. Obtain an initial solution using LCM Method:

		Destination			Supply
		D1	D2	D3	
Factory	F1	6	4	3	100
	F2	2	8	3	90
	F3	1	6	5	110
		75	140	85	

- 9 .Solve the following Assignment Problems.

	M1	M2	M3	M4
W1	4	5	6	4
W2	6	4	3	5
W3	2	5	4	2

10. The probability that a contractor will get a plumbing contract is $\frac{2}{3}$ and the probability that he will not get an electric contract is $\frac{5}{9}$. If the probability of getting at least one contract is $\frac{4}{5}$, what is the probability that he will get both?

SECTION –B (5*5=25)

Answer All Questions,choosing either (a) or (b).

11. (a) Discuss the advantage of quantitative techniques.

Or

(b) What are the uses of Vital Statistics?

12. (a) One-fifth percent of the blades produced by a blade manufacturing factory turn out to be defective. The blades are supplied in packets of 10. Use Poisson distribution to calculate the approximate number of packets containing no defective, one defective and two defective blades respectively in a consignment of 1,00,000 packets ($e^{-0.2} = 0.8187$).

Or

(b) The customer accounts of a certain departmental store have an average balance of Rs.120 and a standard deviation of Rs.40. assuming that the account balances are normally distributed, find

(I) What proportion of accounts is over Rs.150?

(II) What proportion of accounts is between Rs.100 and Rs.150?

(III) What proportion of accounts is between Rs.60 and Rs.90?

13. (a) A random sample of 10 boys has the following IQ's:

70, 120, 110, 101, 88, 83, 95, 98, 107, 100.

Do these data support the assumptions of a population mean IQ of 100.

Or

(b) Find the rank correlation coefficient for the following data:

X 92 89 87 86 87 77 71 63 53 50

Y 86 83 91 77 68 85 52 82 37 57

14. (a)Solve the following LPP using Graphical Method:

$$\text{Maximise } Z=6x_1+8x_2$$

$$\text{Subject to } 5x_1+4x_2\leq 60$$

$$9x_1+5x_2\leq 90$$

$$x_1, x_2\geq 0.$$

Or

(b)A project work consists of four major jobs for which four major contractors have submitted tenders. The tender documents quoted in thousands of rupees are given with the matrix as

	J1	J2	J3	J4
C1	15	27	35	20
C2	21	29	33	17
C3	17	25	37	15
C4	14	31	39	21

Find the assignment which minimizes the total of the project cost. Each contractor has to be assigned one job.

15. (a) Calculate trend values from the following data applying the method of Least Squares.

Year:	2000	2001	2002	2003	2004
Sales (Rs in crores)	80	90	92	83	94

Estimate the trend.

Or

(b) From the following data ,interpolate the value for 2004 under Newton's Method.

Year:	1995	2000	2005	2010	2015
Sales (in tonnes)	195	215	260	280	310

SECTION –C (3*10=30)

Answer any THREE Questions.

16. Explain the role of quantitative techniques in managerial decisions.

17. Using the appropriate regression line find Y when X =64 from the following data .

X	65	66	67	67	69	71	72	70	65
Y	67	68	69	68	70	70	69	70	70

18.The company hasd four factories from which it ships its product units to four warehouoses W1, W2, W3, and W4 which are the distributions centres.Transportation costs per unit between various combinations of factories (F1,F2.,F3 and F4)and warehouses are given in the following table.

	W1	W2	W3	W4	Availability
F1	48	60	56	58	140
F2	45	55	53	60	260
F3	50	65	60	62	360
F4	52	64	55	61	220
Requirement	200	320	250	210	

Find an Optimal Solution.

19 .Three varites of coal were analyzed by five chemists and the ash content in the varities was found to be as under.Do the varities differ significantly in their ash cintent?

A	B	C
8	7	12
10	5	9
7	10	13
14	9	12
11	9	14

The table value of F at 5% level for $v_1 = 7$ and $v_2 = 7$ is 3.88.

20. In a certain sample of 2000 families, 1400 people are consumers of tea. Out of 1800 Hindu Families, 1236 families consume tea. Use χ^2 test and state whether there is any significant relationship between consumption of tea and religion.

S.No. 7124

P 16 MC 23/

P 16 FME 2 B/P 16 CO 23/

P 16 BME 5 B/P 16 CAE 5 A

(For candidates admitted from 2016-2017 onwards)

M.Com . DEGREE EXAMINATION, APRIL 2017.

Commerce

Commerce Financial Management Co-Operative Management

HUMAN RESOURCE MANAGEMENT

**Time : Three hours
marks**

Maximum : 75

SECTION A — (10*2=20)

Answer ALL questions.

1. Define 'audit'.
2. What do you mean by information system?
3. State meaning 'job analysis'.
4. What is job enrichment?
5. What is meant by apprenticeship?
6. What is mentoring?
7. Give meaning 360 degree appraisal.
8. What do you mean by workers participation in management?
9. What is meant by grievance procedure?
10. What is negotiation?

SECTION B – (5*5=25)

Answer ALL questions.

- 11.(a) What are the significance of Human Resource Management?

Or

(b) write a short note on 'Human Resource Information System'.

12.(a) Explain the pre-requisites of manpower planning.

Or

(b) Bring out the need for job analysis.

13.(a) State the various types of training activities.

Or

(b) Write a note on 'Internship training'.

14.(a) Explain the objectives of performance appraisal.

Or

(b) What are the merits and demerits of 360 degree appraisal?

15.(a) Elucidate the steps in grievance procedure.

Or

(b) Explain the different forms of collective bargaining.

SECTION C – (3*10=30)

Answer any THREE questions.

16.Describe the various functions of human resource management.

17.Discuss the different steps in the selection process.

18.Describe the steps involved in job evaluation process.

19.Explain the various methods of performance appraisal.

20.Elaborate the causes for employee grievances in an organisation
