Reg. No. :.....

Code No. : 6465 **Sub. Code : WKCM 31/ VKCC 31**

M.Com. (CBCS) DEGREE EXAMINATION, NOVEMBER 2025.

Third Semester

Commerce – Core

TAXATION

(For those who joined in July 2023 onwards)

Time : Three hours Maximum : 75 marks

PART A — (15 × 1 = 15 marks)

Answer ALL questions.

Choose the correct answer :

1. In order to integrate Agricultural Income of an assessee with his non agricultural income, the agricultural income in the relevant previous year should exceed:

   (a) Rs. 1,00,000 (b) Rs. 50,000

   (c) Rs. 10,000 (d) Rs. 5,000

2. Donation to Prime Minister's National Relief fund is allowed as deduction at the rate of:

(a) 10 % (b) 100 %

(c) 50 % (d) NIL

3. X Ltd donated to a Political party Rs. 50,000 % by cash and Rs. 50,000/- by Bank Demand draft. The amount eligible for deduction order Sec. 80GGB will be:

(a) Rs.1,00,000 (b) Rs.75,000/-

(c) NIL (d) Rs.50,000/-

4. Advance Tax shall be payable during a financial year only when the amount payable is atleast:

(a) Rs. 10,000 (b) Rs. 5,000

(c) Rs. 7,500 (d) Rs. 2,500

5. Incase of company assessees, advance tax is to be paid in

(a) 3 instalments (b) 6 instalments

(c) 4 instalments (d) 2 instalments

6. For Individuals, the due date for filing return of Income shall be

(a) 30th September (b) 31st July

(c) 30th November (d) 30th June

7. In respect of Double Taxation Avoidance agreement India follows

(a) UN Model (b) UK Model

(c) OECD Model (d) US Model

8. Bilateral Relief is implemented through _____ methods.

(a) 4 (b) 6

(c) 2 (d) 7

9. OECD means

(a) Organisation for Export Credit Development

(b) Organisation for Economic credit and Development

(c) Organisation for Export Council and Drafting

(d) Organisation for Economic Cooperation and Development

10. Validity period of GST registration certificate is

(a) No validity

(b) Valid till it is cancelled

(c) One Year

(d) Five Years

11. The time limit provided for filing an appeal to an appellate authority is _____

(a) Cannot file an appeal

(b) 3 months from issue of order

(c) 3 months from communication of order

(d) 1 month from receipt of order

12. A debit note can be issued by _____ under GST.

(a) Supplier

(b) Receiver

(c) Both Supplier and Receiver

(d) None of these

13. EPCG means

(a) Expert for promotion of capital goods

(b) Export promotion capital gains

(c) Expert for promotion of capital gains

(d) Export promotion capital goods

14. Export of which of the following is prohibited

(a) Cardamom (b) Explosives

(c) Matches (d) Narcotic drugs

15. Additional customs duty is otherwise called as _____

(a) Protective duty

(b) Countervailing duty

(c) Antidumping duty

(d) Safeguard duty

PART B — (5 × 4 = 20 marks)

Answer ALL questions, choosing either (a) or (b).

16. (a) A, B and C are partners of a firm with equal shares. The profit loss A/C shows a net profit of Rs. 99,750 after debiting the following as per deed:

(i) Salaries of Rs. 20,000 and Rs. 15,000 to partners A and B respectively.

(ii) Bonus to Partner C Rs. 15,000

(iii) Rs. 5,000 for interest on capital to partner A calculated @ 20%

(iv) Rs. 10,000 for rent of the business premises paid to partner B

(v) Commission of Rs. 5,000 to partner C

Compute Book profit of the firm assuming that it is a professional firm and all are working partners.

Or

(b) There was a profit of Rs. 60,000 to an AOP after charging Salary, Bonus and Interest on Capitals for its members. Taxable income of AOP for the same period from House Property and long term capital gains was Rs. 1,40,000 and Rs.12,000 respectively. There are three members A,B and C sharing profits and losses in 5:3:2 ratio and their income from Business and profession was Rs. 1,35,000, Rs. 1,86,000 and Rs. 1,70,000 respectively. Interest on capital paid to A, B and C was Rs. 6,000 Rs. 10,000 and Rs. 14,000 respectively. Salary paid to A was Rs. 16,000 and Bonus paid to B was Rs.5,000 calculate the total Income of the AOP.

17. (a) Explain about Advance tax installments and due dates for company Assessees.

Or

(b) Explain about the different due dates for filing return of Income.

18. (a) What are the types of Double Taxation Avoidance Agreement (DTAA)?

Or

(b) What is arm's length principle in Transfer pricing?

19. (a) What is self assessment of GST?

Or

(b) What is a debit note issued under GST?

20. (a) What is Indian customs water?

Or

(b) What is safeguard duty?

PART C — (5 × 8 = 40 marks)

Answer ALL questions, choosing either (a) or (b).

21. (a) Compute Agricultural Income of Mr. Venkatesh from the following information :

(i) Income from self cultivated land Rs.75,000

(ii) Rent of Agricultural land Rs, 80,000

(iii) Annual value of house given to tenants Rs.6,000

(iv) Interest on loan borrowed to purchase agricultural land Rs.15,000

(v) Collection charges on recover of rent for agricultural land Rs.500

(vi) Land revenue paid to Government Rs.1,000

(vii) Labour charges Rs.300

(viii) Depreciation of Equipment Rs.800

(ix) Purchase of seeds and Fertilizers Rs.3,000

(x) Interest on arrears of land revenue received from tenants Rs.15,000

(xi) Business Income Rs. 90,000.

Or

(b) A, B and C are members of A.O.P sharing profits and losses in the ratio 2:2:1. Profit and Loss A/c for the year is as follows :

	Rs.		Rs.
To Salaries and wages	16,000	By Gross Profit	50,700
Marketing charges	175	By Profit on	
Advertising	325	sale of car	800
General Expenses	11,700	By Profit on sale	
Legal charges	2,500	of Investment	400
Travelling Expenses	1,400		
Interest on Bank loan	150		
Discount	70		
Reserve for Bad Debts	130		
Bad Debts written off	80		
Protection money paid to tapories	1,000		

Interest on capital :			
	A	300	
	B	400	
	C	800	
Net Profit		16,870	
		51,900	51,900

Compute the Taxable Income of The A.O.P and allocate it amongst the members considering the following :

(i) Salaries and wages include salary of Rs.500 per month to B.

(ii) General charges include a sum of Rs.3,000 paid to save business reputation.

(iii) Car was used wholly for business purposes. At the time of sale the written down value of the car was Rs.25,000 while it was sold for Rs.25,800.

22. (a) Explain the various forms with which return of Income can be filed.

Or

(b) Explain about Tax Planning, Tax Avoidance and Tax evasion.

23. (a) Mr. Ramesh a resident Indian furnishes the following Income details :

(i) Income from profession in India Rs.12,44,000

(ii) Income from profession in country 'A' [Tax paid in foreign country @ 5%]

Compute Indian Tax liability assuming that as per treaty between India and country 'A', Rs.4,50,000 is taxable in India. However foreign tax can be set off against Indian tax liability.

Or

(b) Mr. Kumar, a resident Indian, has furnished the following income for Financial Year 2023–24 :

Income from Profession Rs.3,74,000, Royalty on books from foreign country X (Rs.3,00,000 is eligible for Deduction U/s 80 QQB) Rs. 5,00,000. Tax paid in country 'X' @ 20%. Compute the Indian Tax liability assuming that Indian does not have agreement with country X.

24. (a) Compute the transaction value and GST payable from the following information :

Rs.

Price of Goods (Excluding GST 18%) 5,00,000

Items not included in the above price :

(i) Publicity charges Rs.40,000

(ii) Selling Expenses Rs.30,000

(iii) Advertising charges Rs. 50,000

(iv) Loading and Handling charges Rs. 11,000

(v) Outward freight and Insurance on buyer request Rs.22,000 Discount @ 10% on the price of the goods and is shown in Invoice.

Or

(b) Red Star Hotel [5 star] provided the following services within the state of Kerala from its various establishments. Compute GST payable.

(i) Supply of food in restaurant Rs.15,000 without A/c facility @ 12% GST

(ii) Supply of drink in restaurant Rs.50,000 with license to serve liquor @ 18% GST

(iii) Supply of food or drink in outdoor catering @ 18% GST Rs.80,000

(iv) Hotel rooms @ 18% GST Rs. 2,50,000

(v) Supply of food and drink in 5 star hotel and restaurant Rs.75,000 @ 28% GST

(vi) Gifts to office staff Rs.20,000

25. (a) Compute the assessable value and customs duty payable from the following information:

(i) F.O.B value of machine : UK £ 8,000

(ii) Freight paid (air) : UK £ 2,500

(iii) Design and development charges paid in U.K worth £ 500

(iv) Commission payable to local agent @ 2% of F.O.B in Indian Rupees

(v) Date of Bill of entry 24.10.2023 (Rate of Basic customs Duty 15%, Exchange rate notified by CBE & C 1 £ = Rs.68)

(vi) Date of entry inward (20.10.2023) rate of basic customs duty 10%, exchange rate notified by CBE & C 1 £ = Rs.70

Insurance charges were actually paid but details not available.

Or

(b) Mr. Pankiras imported by Air goods worth US $ 1,000 (C.I.F. price), freight paid US $ 320, Insurance US $ 35. Exchange rates were as follows :

R.B.I floor rate Rs.59.37, Inter bank closing rate Rs. 59.38, Rate notified by CBEC of Customs Act Rs. 59.55. Rate at which bank has realised the payment Rs.59.58. Find out the Assessable value. Basic customs duty was 15%, IGST @ 18% compute total customs duty payable by him.

(8 pages)

Reg. No. : .....

Code No. : 6466 **Sub. Code : WKCM 32/ VKCC 32**

M.Com. (CBCS) DEGREE EXAMINATION, NOVEMBER 2025.

Third Semester

Commerce — Core

RESEARCH METHODOLOGY

(For those who joined in July 2023 onwards)

Time : Three hours Maximum : 75 marks

PART A — (15 × 1 = 15 marks)

Answer ALL questions.

Choose the correct answer :

1. Which of the following is NOT an objective of research?

(a) Exploration (b) Description

(c) Manipulation (d) Explanation

2. Objectivity in research means

(a) favoring a particular outcome

(b) conducting research without personal bias

(c) ignoring data that contradicts the hypothesis

(d) relying only on qualitative methods

3. The main purpose of a literature review

(a) to copy previous research

(b) to understand existing research on a topic

(c) to ignore previous studies

(d) to prove personal opinions

4. What is a hypothesis?

(a) A proven fact

(b) A statement that can be tested

(c) A law of science

(d) An assumption that cannot be tested

5. A case study is an example of which type of research design?

(a) Experimental (b) Exploratory

(c) Longitudinal (d) Survey

6. What is validity in research?

(a) The consistency of the research results

(b) The appropriateness of the research tool in measuring what it is intended to measure

(c) The accuracy of statistical calculations

(d) The number of times an experiment is repeated

7. A variable that is manipulated to observe its effect on another variable is called

(a) dependent variable

(b) independent variable

(c) controlled variable

(d) extraneous variable

8. A schedule is a type of

(a) interview

(b) experiment

(c) observation

(d) secondary data collection method

9. Which of the following is a limitations of primary data?

(a) It is less accurate

(b) It is outdated

(c) It is costly and time-consuming

(d) It is always biased

10. Which measure of central tendency is most affected by extreme values?

(a) Mean (b) Median

(c) Mode (d) Range

11. The main objective of Factor Analysis is

(a) to identify underlying variables that explain observed correlations

(b) to test hypothesis

(c) to compare group means

(d) to check for multicollinearity

12. Which test is an alternative to the t-test when the data is not normally distributed?

(a) Mann-Whitney U Test

(b) Pearson Correlation

(c) Regression Analysis

(d) ANOVA

13. Which precaution should be taken while interpreting research findings?
    (a) Generalizing results without proper evidence
    (b) Ensuring consistency with objectives
    (c) Ignoring limitations of the study
    (d) Overstating results

14. Which of the following is a major funding agency for business research in India?
    (a) ICSSR (b) NIH
    (c) NASA (d) WHO

15. Which organization funds business research in Europe?
    (a) European Research Council (ERC)
    (b) WHO
    (c) UNESCO
    (d) NASA

PART B — (5 × 4 = 20 marks)

Answer ALL questions by choosing either (a) or (b).
Each answer should not exceed 250 words.

16. (a) Define the term research. Explain its different types.

Or

(b) Discuss how the formulation of a hypothesis differs in qualitative and quantitative research.

17. (a) Describe the characteristics of a good hypothesis.

Or

(b) Define and differentiate between reliability and validity in research.

18. (a) Explain the limitations of collecting primary data and suggest ways to overcome them.

Or

(b) "The ethical concerns associated with convert observation". Explain.

19. (a) A dataset has the following values :

{10, 15, 20, 20, 25, 30, 35, 40, 45, 50}.

Calculate the mean, median, mode and standard deviation.

Or

(b) Explain how Kruskal-Wallis and Mann-Whitney test are used for comparing groups.

20. (a) State what are the precautions should be taken while interpreting qualitative vs. quantitative research findings?

Or

(b) Mention the different types of plagiarism in academic and business research.

PART C — (5 × 8 = 40 marks)

Answer ALL questions, choosing either (a) or (b).
Each answer should not exceed 600 words.

21. (a) Explain the criteria of good research and how do they apply to both academic and industrial research.

Or

(b) Discuss the major objectives of research and how they contribute to knowledge creation.

22. (a) Mention the different types of sampling errors and their impact on research results.

Or

(b) Explain the major types of research designs and their suitability for different research problems.

23. (a) What are factors should be considered when choosing a data collection technique for a research study?

Or

(b) Describe the advantages and disadvantages of using interviews as a data collection method.

24. (a) Describe how an ANOVA test works. When would you use a Kruskal-Wallis test instead of ANOVA?

Or

(b) A company wants to determine if customer satisfaction differs based on payment methods (Cash, Credit Card, Online Payment). Which statistical test should be used and why?

25. (a) Suggest the common grammatical and typographical errors to avoid in report writing.

Or

(b) Explain the common mistakes researchers make when formatting their reports in these styles.

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(8 pages) **Reg. No. :** .....

Code No.: 6467 **Sub. Code: WKCM 33/ VKCC 33**

M.Com. (CBCS) DEGREE EXAMINATION, NOVEMBER 2025.

Third Semester

Commerce – Core

INTERNATIONAL BUSINESS

(For those who joined in July 2023 onwards)

Time : Three hours Maximum : 75 marks

PART A — (15 × 1 = 15 marks)

Answer ALL questions.

Choose the correct answer :

1. What is the primary goal of international business?
   (a) To maximize local market share
   (b) To promote cultural exchange
   (c) To generate revenue and profits globally
   (d) To reduce domestic competition

2. Which of the following is a key driver of globalization in international business?
   (a) Government intervention
   (b) Transportation costs
   (c) Technological advancements
   (d) Decrease in foreign exchange rates

3. In a franchise agreement, the person or company that grants the rights to operate the business is called _____.
   (a) Franchisor (b) Franchisee
   (c) Partner (d) Licensee

4. A theory that emphasizes the accumulation of wealth, primarily gold and silver, through a positive balance of trade is called _____.
   (a) Theory of absolute advantage
   (b) Theory of mercantilism
   (c) Theory of comparative cost advantage
   (d) Theory of product life cycle

5. Opportunity cost refers to _____.

(a) The cost of producing additional units of a good or service

(b) The total expenditure incurred to acquire a new asset

(c) The value of the next best alternative foregone when a choice is made

(d) The cost associated with the loss of time in decision-making

6. What is the characteristic of the "New Product" stage in the Product Life Cycle?

(a) High sales volume and market saturation

(b) Significant investment in marketing and promotion to build awareness

(c) Decline in product sales and profitability

(d) Establishment of a strong competitive position and brand loyalty

7. Offer denotes _____.

(a) A formal proposal to buy or sell a product or service at a specified price

(b) A discount or promotion given to a customer after a purchase

(c) A contract between two companies to collaborate on a project

(d) A guarantee of product quality provided by the manufacturer

8. As per contract law mutual consideration is

(a) The amount of money exchanged for the contract

(b) The agreement to abide by all the terms of the contract

(c) The exchange of something of value between parties involved in a contract

(d) The time frame within which the contract must be executed

9. A financial document issued by a bank ensuring payment to the seller upon fulfilling certain conditions is _____.

(a) Letter of Credit

(b) Mutual consideration

(c) Balance of payment

(d) Bill of Exchange

10. In which form of economic integration do member countries harmonize their economic policies and adopt a common currency?

(a) Free Trade Area (b) Customs Union

(c) Common Market (d) Economic Union

11. ADB stands for

(a) Association of Development Bank

(b) Asian Development Bank

(c) Attribute of Development Bank

(d) Arbitrary Development Bank

12. Which of the following countries is NOT a member of OPEC?

(a) Saudi Arabia (b) Venezuela

(c) Nigeria (d) Russia

13. What is a common challenge faced by multinational companies?

(a) Lack of access to new technologies

(b) Uniform regulatory environments across all markets

(c) Complexities in managing operations across different cultural and legal environments

(d) Limited opportunities for market expansion

14. Which of the following is a strategic approach often used by multinational companies to enter new markets?

(a) Licensing (b) Franchising

(c) Joint ventures (d) All of the above

15. What is a major challenge faced by MNCs when operating in culturally diverse host countries?

(a) Increased local government subsidies

(b) Uniform consumer preferences across all markets

(c) Managing cultural differences and varying business practices

(d) Lack of competition from local firms

PART B — ($5 \times 4 = 20$ marks)

Answer ALL questions, choosing either (a) or (b).
Each answer should not exceed 250 words.

16. (a) Explain the Nature of International Business.

Or

(b) Illustrate the recent developments in international business.

17. (a) Describe the limitations of theory of mercantilism.

Or

(b) Classify the international product life cycle approach.

18. (a) Examine the nature of legal framework of international business.

Or

(b) List the elements of valid contract?

19. (a) Explain the forms of economic integration.

Or

(b) Outline the UNCTAD (United Nations Conference on Trade and Development).

20. (a) Analyse the nature of multinational company.

Or

(b) Inspect the labor markets in host countries affected by MNCs.

PART C — (5 × 8 = 40 marks)

Answer ALL questions, choosing either (a) or (b)
Each answer should not exceed 600 words.

21. (a) Analyze the importance of international business.

Or

(b) Examine the framework for analyzing international business environment.

22. (a) Explain the Heckscher — Ohlin model of market imperfection.

Or

(b) Illustrate the criticism of absolute advantage theory.

23. (a) Summarise the complexities of legal framework of international business.

Or

(b) Briefly explain the risks associated with letter of credit.

24. (a) Examine the role of OPEC.

Or

(b) Discover the functions of ADB.

25. (a) Classify the role of host country governments in regulating MNCs.

Or

(b) Explain the challenges faced by MNCs.

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(8 pages) **Reg. No. :** .....

Code No. : 6468 **Sub. Code : WKCE 31/ VKCE 31**

M.Com. (CBCS) DEGREE EXAMINATION, NOVEMBER 2025.

Third Semester

Commerce

Elective — STRATEGIC MANAGEMENT

(For those who joined in July 2023 onwards)

Time : Three hours Maximum : 75 marks

PART A — (15 × 1 = 15 marks)

Answer ALL questions.

Choose the correct answer :

1. _____ is the meaning of strategy in strategic management.
   (a) Tactical plan
   (b) Long term plan for achieving goals
   (c) Short term action plan
   (d) Operational procedure

2. A key benefit of strategic management is _____
   (a) Increased uncertainty in decision-making
   (b) Improved organizational performance
   (c) Higher employee turnover
   (d) Avoiding competition

3. One of the biggest challenges of strategic management in a global economy is _____
   (a) Lack of competition
   (b) Currency fluctuations and economic instability
   (c) Avoiding market expansion
   (d) Ignoring cultural differences

4. During the strategy management process, what does controlling involve?
   (a) Implementing new strategies
   (b) Monitoring and evaluating performance
   (c) Setting long term goals
   (d) Developing a strategic vision.

5. What does the TOWS Matrix help organizations do?
   (a) Analyze external factors only
   (b) Analyze internal factors only.
   (c) Analyze internal and external factors
   (d) Analyze competitor strategies

6. Corporate strategy is concerned with _____

(a) Long term goals and overall direction of the entire organization
(b) Day-to-day operations and tactical decisions
(c) Marketing strategies
(d) Financial management

7. _____ is the primary focus of business-level strategy.

(a) Defining the overall purpose of the organization
(b) Competing effectively in a specific market
(c) Managing financial assets across all departments
(d) Setting global expansion plans

8. The Best Cost Provider Strategy is a hybrid of which two generic strategies?

(a) Cost Leadership and Differentiation
(b) Cost Leadership and Focus
(c) Differentiation and Market Segmentation
(d) Low-Cost and Broad Differentiation

9. _____ strategy focuses on setting a high initial price and lowering it over time.

(a) Market penetration
(b) Price skimming
(c) Cost leadership
(d) Differentiation

10. Strategic Business Units (SBUs) are typically created in _____

(a) Small businesses
(b) Large diversified corporations
(c) Sole proprietorships
(d) Non-profit organizations

11. _____ is a key characteristic of an intrapreneur.

(a) Takes initiative within an organization to drive innovation
(b) Prefers stability and avoids risks
(c) Focuses only on operational tasks
(d) Avoids making strategic decisions

12. _____ is the main role of strategic leadership across different organizations.

(a) Ensuring operational tasks are completed daily
(b) Aligning strategy with organizational goals and driving long-term success
(c) Avoiding risks and maintaining the status quo
(d) Focusing only on short-term profits

13. _____ is the primary goal of strategy implementation.

(a) Developing a new strategy

(b) Executing a planned strategy successfully

(c) Increasing operational costs

(d) Eliminating competition

14. Strategic choice refers to _____

(a) Selecting the best strategy from available options

(b) Randomly choosing a business approach

(c) Ignoring external market conditions

(d) Eliminating competition through unethical means

15. _____ is the primary purpose of strategic control.

(a) Monitoring and adjusting strategy implementation

(b) Eliminating lông-term planning

(c) Increasing operational costs

(d) Avoiding competitor analysis

PART B — (5 × 4 = 20 marks)

Answer ALL questions, choosing either (a) or (b).

Each answer should not exceed 250 words.

16. (a) Outline the framework of strategic management

Or

(b) How does strategic management contribute to long-term business sustainability?

17. (a) What is portfolio analysis?

Or

(b) State the nature of corporate strategy.

18. (a) What challenges do companies face when implementing functional-level strategies?

Or

(b) How can marketing and operational strategies work together to improve customer satisfaction?

19. (a) Why are Strategic Business units (SBUs) important in large corporations?

Or

(b) How does strategic leadershlip influence business success?

20. (a) How does benchmarking help organizations stay competitive in the market?

Or

(b) List out some real-world examples of companies successfully implementing Six Sigma.

PART C — (5 × 8 = 40 marks)

Answer ALL questions, choosing either (a) or (b).
Each answer should not exceed 600 words.

21. (a) Explain the benefits of strategic management in global economy.

Or

(b) What role does technology play in overcoming strategic management challenges?

22. (a) Enumerate the key dimensions of the ADL Matrix in strategic decision-making.

Or

(b) Narrate about the strategic alternatives at corporate level.

23. (a) Examine the various business level strategies.

Or

(b) What role does financial strategy play in sustaining a company's market leadership?

24. (a) Evaluate how can organizations balance innovation with risk management.

Or

(b) Explain briefly about strategic supportive culture in an organizations

25. (a) Enumerate the key factors in making a strategic choice that aligns with business goals.

Or

(b) How do companies use contemporary strategic management practices to adapt to changing business environments? Commend.

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(8 pages) **Reg. No. :** .....

Code No. : 6470 **Sub. Code : WKCSE 31/ VKCSE 31**

M.Com. (CBCS) DEGREE EXAMINATION, NOVEMBER 2025.

Third Semester

Commerce

Skill Enhancement Course — SKILL FOR MANAGERIAL EXCELLENCE

(For those who joined in July 2023 onwards)

Time : Three hours Maximum : 75 marks

PART A — (15 × 1 = 15 marks)

Answer ALL questions.

Choose the correct answer :

1. The ability to analyze and diagnose a situation and distinguish between cause and effect is known as

   (a) technical skills (b) human skills

   (c) conceptual skills (d) professional skills

2. The SMART criteria for setting objectives stands for

   (a) Simple, Measurable, Achievable, Relevant, Time-bound

   (b) Specific, Measurable, Achievable, Realistic, Time-bound

   (c) Specific, Manageable, Attainable, Realistic, Timely

   (d) Strategic, Measurable, Attainable, Relevant, Time-bound

3. Effective listening is a core competency for managers because it

   (a) allows managers to avoid making decisions

   (b) enables understanding of both the explicit and implicit messages from employees

   (c) helps managers to delegate all tasks to employees

   (d) focuses solely on technical aspects of the job

4. Self-concept is formed through

   (a) personal experiences

   (b) social interactions

   (c) cultural influences

   (d) all of the above

5. Which of the following is an opportunity in SWOT analysis?

(a) New career growth options

(b) Fear of failure

(c) Poor time management

(d) Self-doubt

6. Who developed the concept of Logotherapy?

(a) Sigmund Freud (b) Viktor Frankl

(c) Carl Jung (d) Abraham Maslow

7. Empathy is best described as

(a) feeling sorry for someone

(b) understanding and sharing another person's feelings

(c) avoiding emotional situations

(d) controlling others' emotions

8. Who introduced the concept of Emotional Intelligence (EI) in popular psychology?

(a) Daniel Goleman (b) Sigmund Freud

(c) B.F. Skinner (d) Carl Jung

9. The major benefit of emotional intelligence in the workplace is

(a) increased workplace conflicts

(b) better teamwork and leadership

(c) reduced productivity

(d) more micromanagement

10. The last step in habit formation is

(a) awareness (b) trial

(c) consistency (d) automaticity

11. The '21/90 rule' suggest that it takes 21 days to form a habit and _____ days to make it a lifestyle.

(a) 30 (b) 60

(c) 90 (d) 120

12. Major block to time management is

(a) setting priorities (b) procrastination

(c) time tracking (d) scheduling tasks

13. The first stage of stress response according to the General Adaptation Syndrome (GAS) is

(a) resistance (b) exhaustion

(c) alarm (d) burnout

14. Which organisational factor is a major cause of stress?

(a) Job enrichment

(b) High workload and unrealistic deadlines

(c) Flexible work hours

(d) Strong teamwork

15. The main focus of stress recuperation techniques is

(a) avoiding work

(b) recovering and restoring energy levels

(c) increasing work hours

(d) enhancing competition

PART B — (5 × 4 = 20 marks)

Answer ALL questions, choosing either (a) or (b) not exceeding 250 words.

16. (a) Examine the relationship between problem-solving abilities and managerial effectiveness in dynamic business environments.

Or

(b) Analyze the impact of critical thinking and problem-solving skills on managerial decision-making processes.

17. (a) Critically analyze the effectiveness of SWOT analysis as a self-reflection tool for personal and professional growth.

Or

(b) Discuss the relationship between mindfulness practices and goal achievement.

18. (a) Discuss the importance of active listening skills in effective communication.

Or

(b) Define Emotional Intelligence (EI) and explain its key components.

19. (a) Define habit and explain its psychological significance in daily life.

Or

(b) Explain how behavioral psychology principles can be used to replace bad habits with good ones.

20. (a) Explain the different types of stress with examples.

Or

(b) Discuss the physical, emotional and cognitive impacts of chronic stress.