

FACULTY OF MANAGEMENT

M.B.A. I – Semester (CBCS) Examination, November 2020

Subject: IT Application for Management

Paper – MB – 105 Open Elective – II

Time: 2 Hours

Max.Marks: 80

PART – A

Note: Answer any four questions.

(4x5 = 20 Marks)

- 1 Management Support Systems
- 2 Electronic Data Interchange (EDI)
- 3 Distributed Systems
- 4 E-Governance
- 5 Firewall

PART – B

Note: Answer any four questions.

(4x15 = 60 Marks)

6. “Information Systems have been a boon and its impact has changed the way we Live and do business”. Comment discussing the need, role and impact of Information Systems.
7. “Decisions at varied levels of management need different information, so is the need for the varied types of Information Systems for managers”. Comment, discussing varied types of Information Systems and their scope.
8. “Internet and Intranet are two powerful tools in the hands of managers today and have become the key success factors”. Comment, giving the role of Internet and Intranet in the organizational effectiveness.
9. “Success of information technology rests on the infrastructure, both hardware, software and the communication”. Comment, giving the Information Technology Infrastructure.
10. “Decision making has now become more effective with the advent of Decision Support Systems (DSS)”. Comment, giving the concept and role of Decision Support Systems (DSS) in the Decision Making process, also discusses varied issues and challenges of DSS.
11. “There is a lot of variety and flexibility in database design, with newer data structures and databases”. Comment, giving varied types of databases. along with their relative merits and demerits.

12. "Inter Organizational Information Systems enables the smooth inter organizational transactions and operations". Comment, giving the role played by varied Inter Organizational Information Systems in an Organization.
13. "Businesses today have been under a new digital revolution with advent of Electronic Data Interchange (EDI), Electronic Fund Transfer (EFT) and Mobile Applications". Comment, giving the concept involved, role played and utility of these applications with examples.
14. "Businesses are now having a new threat, the threat of Digital Attacks, the Cyber Security Threats". Comment, giving the concept of cyber security threats. Also discuss some of these prevalent threats.
15. "It is very true that computer systems are under security risks, but there are always means and measures to ensure the security". Comment, giving the security measures and security policy for information technology risks.

FACULTY OF MANAGEMENT

M.B.A. I – Semester (CBCS) Examination, November 2020

Subject: Business Communication

Paper – MB –

Time: 2 Hours

Max.Marks: 80

PART – A

Note: Answer any four questions.

(4x5 = 20 Marks)

- 1 Forms of Communication
- 2 Negotiation
- 3 Styles of Presentation
- 4 Routing Reports
- 5 NEWS

PART – B

Note: Answer any four questions.

(4x15 = 60 Marks)

6. Define Communication. Explain the Barriers of Communication.
7. Describe the process of Communication. Focus on the types of Communication.
8. Define Negotiation. Explain the approaches of Negotiation.
9. What are the types of Communication. Focus on features of Non-Verbal Communication.
10. Define Presentation. Explain AUDIENCE.
11. Explain:
 - i) Tone
 - ii) Pitch
 - iii) Voice
12. Define Report. Explain the types of Report.
13. Structure of Report is essential for Good Report – Explain.
14. Investor Relation is essential for Media Communication and Communication Crisis – Explain.
15. Describe the Do's and Do Not's of Crisis Management.

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FACULTY OF MANAGEMENT

M.B.A. I – Semester (CBCS) Examination, November 2020

Subject: Customer Relationship Management

Paper – MB – 105 Open Elective – II

Time: 2 Hours

Max.Marks: 80

PART – A

Note: Answer any four questions.

(4x5 = 20 Marks)

- 1 Benefits of CRM
- 2 Customer Acquisition
- 3 Customer Strategy Grid
- 4 Sales Quota
- 5 Metrics of CRM

PART – B

Note: Answer any four questions.

(4x15 = 60 Marks)

6. Explain the features of CRM, and justify the benefits of CRM.
7. What are the different issues involved in both CRM and Relationship Marketing?
8. Discuss the concepts of customer experience management and customer profitability.
9. Define Lifetime value of Customers. How this concept useful to the CRM Managers?
10. Describe the CRM strategy development process with appropriate examples.
11. Discuss the levels of Customer Retention Strategies.
12. How the CRM useful to the Service Sector?
13. What are advantages and uses of CRM in manufacturing sector?
14. How the Managers choose right solution for implementations of CRM?
15. Discuss the importance of the Information Technology in CRM.
