

- r) Google is a _____
 A) Portal B) E-Tailer
 C) Transaction Broker D) None of these
- s) Flipkart.com is an example of _____
 A) B2B B) B2C C) C2C D) P2P
- t) The technology behind M-Commerce is based on _____
 A) HTTP B) HTTPS C) WAP D) POP
- u) The full form of EDI in E-Commerce is _____
 A) Electronic Data Interchange B) Electronic Data Interface
 C) Electronic Data D) Electronic Data Internet Interference
- v) In E-Commerce to authenticate the sender of the message we use _____.
 A) Digital Signature B) Privacy Protocol
 C) Digital Sending D) Digital Protocol
- w) Commercial transactions done with the help of cell phones or PDA's is called _____.
 A) E-Commerce B) M-Commerce C) E-Business D) E-Sales

Q2. (A) Answer any *one* sub-question from a) and b) in E-Commerce. (8)

- a) Explains the different types of E-commerce Business Models
- b) What are the limitations of E-commerce?

(B) Answer any *one* sub-question from c) and d) in E-Commerce (7)

- c) Explain Secure Socket Layer(SSL)
- d) Discuss any four payment systems used in E-Commerce.

Q3. (A) Answer any *one* sub-question from a) and b) in MS-EXCEL (8)

- a) Consider the following worksheet

	A	B	C	D	E
1	NAME	CITY	SALES	COMMISSION	BONUS
2	RAM	MUMBAI	82000		
3	KIRAN	HYDERABAD	120000		
4	SUNIL	BANGLORE	75000		
5	ROHINI	MUMBAI	125000		
6	VIJAYA	HYDERABAD	200000		
7	MOHINI	BANGLORE	960000		

Write Steps to perform the following:

- i) To compute Commission @9% of sales whenever sales are below 1,00,000 otherwise @ 12% of Sales in column D.
- ii) To compute the Bonus @ 7% of the Sales for Sales equal to or more than 1,00,000 otherwise @ 5% of Sales in column E.
- iii) To display number of people with Sales more than 90,000 in cell B10.

b) Consider the following worksheet.

	A	B	C	D
1	NAME	MONTHLY SALES	ANNUAL SALES	SALES TAX
2	DOVE	18000		
3	BUTTER	26000		
4	LIRIL	6500		
5	JAM	27500		
6	CHEESE	4500		

Write steps to calculate Annual Sales in column C and Sales Tax in column D where Sales-Tax is calculated as follows.

Taxable Annual Sales	Rate
First 5,00,000	Nil
Next 2,50,000	5%
Excess	7%

Also find the total number of products whose monthly sales amount is more than 25000 in cell D8.

(B) Answer any *one* sub-question from c) and d) in MS-EXCEL.

(7)

c) The following data has been entered in a worksheet.

	A	B	C	D	E	F	G
1	EMPNO	CLASS	HOURS WORKED	RATE	NET PAY	CLASS	RATE PER HOUR
2	W1	I	48			I	400
3	W2	II	40			II	350
4	W3	I	44			III	300
5	W4	II	36				
6	W5	III	36				
7	W6	I	30				
8	W7	III	40				

Write steps to find the Rate in columns D using VLOOKUP function. Policy table to be referred for finding the Rate is given in the range F2:G4. Also find Net Pay in Column E.

(Net Pay = Hours Worked * Rate per hour)

d) The following data has been entered in a worksheet.

	A	B	C	D	E	F
1	ROLL NO.	EVS	BC	ECO	TOTAL MARKS	GRADE
2	1	66	77	70		
3	2	56	67	72		
4	3	45	54	55		
5	4	40	45	48		
6	5	67	78	80		

Write steps to

- Find the Total Marks in column E.
- Assign Grade in Column F using the following policy:

Total Marks	Grade
210 or more	O
180 or more but below 210	A
Less than 180	B

Q4. (A)

Answer any *one* sub-question from a) and b) in MS-EXCEL.

(8)

a) The following data regarding number of students is entered in a worksheet.

	A	B	C	D
1	CLASS	2015	2016	2017
2	BCOM	410	390	400
3	BAF	110	120	124
4	BFM	64	67	70
5	BMS	190	200	210
6	TOTAL			

Write steps to

- Find the total number of students in each year in the cells B6, C6 and D6.
- Create 3-D Bar chart for all the classes.
- Create a Pie chart for BMS.
- Create a Line diagram for BAF and BMS.

b) The following table shows Product, Quantity and Price of the Products sold.

	A	B	C	D	E
1	PRODUCT	QUANTITY	PRICE	INCOME	
2	GARNIER	100	150		
3	PANTENE	120	250		
4	CLINIC PLUS	200	200		
5	SUNSILK	150	125		
6	TRESEMME	250	400		
7	DOVE	300	200		
8	TOTAL INCOME				

Write steps to find Total Income in D8.

Write steps in Excel using Solver to find how much quantity of each should be sold in order to achieve total income of 3, 50,000, assuming that quantity should be integer only.

(INCOME = QUANTITY*PRICE)

- Q4. (B) Answer any *one* sub-question from c) and d) in MS-EXCEL (7)
- c) The following data has been entered in a worksheet.

	A	B	C	D
1	EMPNO	NAME	SALARY	BONUS
2	R101	SHAH	100000	10000
3	R102	PATEL	65000	6500
4	R103	PATIL	45000	4500
5	R104	KULKARNI	75000	7500
6	R105	MEHTA	50000	5000
7	R106	DATE	85000	8500
8	R107	JAIN	120000	12000

Write steps to do the following:-

- i) Display only those rows where the Salary is more than 60,000.
 - ii) Display only those rows where name ends with "L".
 - iii) Display only those rows where the Bonus is more than 6,000 but less than 11,000.
- d) Explain the following functions in MS-EXCEL.
- 1) TODAY() 2) DAY () 3) WEEKDAY() 4) YEAR()
 - 5) CORREL() 6) COUNTA() 7) SMALL()

- Q5. (A) Answer any *one* sub-question from a) and b) in VISUAL BASIC (8)

- a) Write a project in VB to design a suitable form which allows the user to enter three numbers in text boxes and find the minimum number among them.
- b) Write a project in VB to design a suitable form which allows the user to enter amount, rate and number of years then calculate and display Simple interest. ($SI = P * R * N / 100$)

- Q5. (B) Answer any *one* sub-question from c) and d) in VISUAL BASIC (7)

- c) Write a project in VB to design a suitable form which allows the user to enter Name of the employee and his basic salary and calculate and display DA as 90% of basic salary for basic salary up to 15000 and 110% of basic salary otherwise.
- d) Write a project in VB to design a suitable form which allows the user to compute and display the sum of the series
 $3 + 8 + 13 + 18 + \dots + 48$

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[Time: 2½ Hours]

[Marks: 75]

Please check whether you have got the right question paper.

- N.B:
1. All questions are compulsory.
 2. Figures to the right indicate full marks.

- Q.1 Answer any two of the following** 15
- a) Define human resource management. Explain its nature.
 - b) What is the meaning of Job Analysis? Discuss the benefits of Job Analysis.
 - c) What is Interview? Explain types of Interview.
- Q.2 Answer any two of the following** 15
- a) What is training? Explain the importance of training.
 - b) What is Performance Appraisal? Explain the traditional methods of Performance Appraisal.
 - c) Write note on Succession planning.
- Q.3 Answer any two of the following** 15
- a) Explain the transformational Theory of leadership.
 - b) What is motivation? Explain the factors influencing motivation.
 - c) What is Grievance? Explain the causes of grievances.
- Q.4 Answer any two of the following** 15
- a) Explain the term Spiritual Quotient. What are the factors affecting Spiritual Quotient?
 - b) What is Counselling? Explain the techniques of Counseling.
 - c) Explain "Sexual Harassment" & "Discrimination" as ethical issues in Human Resource management.
- Q.5 A) Fill in the blanks by choosing the appropriate options given below.** 05
- i. Human Resource management is a _____ Process.
People Oriented
Product oriented
Consumer Oriented
Market Oriented
 - ii. Job rotation is an _____ method of training.
On the job
Off the job
Outdated
Ineffective