

INFORMATION TECHNOLOGY IN RETAIL

Answer any THREE questions.

Each question carries 20 marks each.

(For those who joined in July 2006 and after)

Time : Three hours

Maximum : 100 marks

SECTION A — (4 × 10 = 40 marks)

Answer any FOUR questions.

Each question carries 10 marks each.

1. List the basic components of a computer system
2. What is software? Explain different types of software's.
3. State different types of networks.
4. What is database? Explain.
5. What is Internet? Explain its uses.
6. Discuss the features of window 2000.
7. Explain different menus available in formatting toolbar in spread sheet.
8. Illustrate various menus in MS-Access.

9. Discuss generation of computer.
10. What is Topology? Explain its types.
11. What is World Wide Web? Explain.
12. Describe the methods of data analysis in Excel.
13. Explain electronic point of sales system
14. What is retail management information system? Discuss its types.

PRINCIPLES OF MANAGEMENT

(For those who joined in July 2006 and after)

Time : Three hours

Maximum : 100 marks

SECTION A — (4 × 10 = 40 marks)

Answer any FOUR questions.

All questions carry equal marks.

1. Distinguish between management and administration.
2. What is the contribution of Peter E. Drucker to management?
3. Why is planning so important for the success of an organization? Explain.
4. What are the merits and demerits of decentralisation?
5. Why is a good organizational structure necessary? Explain.
6. Bring out the arguments for and against the promotion system.

7. What do you understand by motivations? Give examples.
8. Bring out the importance of coordination in a business organisation.

SECTION B — (3 × 20 = 60 marks)

Answer any THREE questions.

All questions carry equal marks.

9. Enumerate the contribution of Henry Fayol for management thought.
10. Discuss the necessity of human skills in management.
11. Define departmentation and discuss the different kinds of departmentation.
12. What are the benefits of a good organizational structure?
13. Describe the various steps involved in the staffing process.
14. Explain the various techniques of managerial control.

