

(Pages : 3)

R – 2562

Reg. No. :

Name :

Fourth Semester B.Com. Degree Examination, July 2023

Career Related First Degree Programme under CBCSS

Psychology

**Complementary Course for Commerce and Tourism and Travel
Management**

PG 1431.1 : ORGANIZATIONAL BEHAVIOUR

(2020 Admission Onwards)

Time : 3 Hours

Max. Marks : 80

I. Answer all questions. Each carries 1 mark.

(A) Fill in the blanks.

1. All forces (factors) that cause group members to remain in the group is known as _____.
2. Content theory of motivation is given by _____.
3. Collection of people who are perceived to be bonded together in a coherent unit to some degree is known as _____.
4. _____ is the extent to which a person views him or herself as a valuable and worthy individual.
5. _____ are rules or expectations within a group concerning how its members should (or should not) behave.

P.T.O.

(B) Define the following.

6. Self actualization
7. SMART goals
8. Extrinsic motivation
9. Industrial / Organizational Psychology
10. Ability

(10 × 1 = 10 Marks)

II. Answer any **eight** questions. Each carries **2** marks.

11. What is perceived injustice?
12. Define conflict management.
13. Define social loafing.
14. What is autocratic leadership?
15. Define positional power.
16. Describe about organizational commitment.
17. Explain positive organizational behaviour.
18. What is leader performance?
19. Write a note types of self esteem?
20. Describe homogeneity of group.
21. Outline the influence process.
22. Describe the formation of organizational culture.

(8 × 2 = 16 Marks)

III. Answer any **six** questions in not to exceed **120** words. Each carries **4** marks.

23. Explain about social facilitation.
24. What is leader emergence versus leader effectiveness?
25. Write a short note on social dilemma as a source of conflict.
26. Differentiate between leaders and managers.
27. Give an account of OCB.
28. Describe goal setting theory.
29. What is the importance of intergroup contact?
30. Explain types of group.
31. Explain avoiding and compromising as a conflict management strategy.

(6 × 4 = 24 Marks)

IV. Answer any **two** questions in not exceeding **four** pages each. Each question carries **15** marks.

32. Define leadership and explain types of leadership.
33. Elaborate on the concept of organizational culture.
34. Explain various theories of work motivation.
35. What are the conflict resolution strategies?

(2 × 15 = 30 Marks)

(Pages : 3)

R – 2556

Reg. No. :

Name :

Fourth Semester B.Com. Degree Examination, July 2023
Career Related First Degree Programme Under CBCSS
Group 2(a)-Commerce and Tourism and Travel Management
Vocational Course V
TT 1471 : TOURISM PRODUCTS
(2018 Admission Onwards)

Time : 3 Hours

Max. Marks : 80

SECTION – A

Answer all questions in **one** or **two** sentences. Each question carries **1** mark.

1. Define Tourism.
2. What is KTM?
3. What is kayaking?
4. Expand the term ITDC.
5. Name any two folk art forms in Kerala.
6. Kuchipudi is the dance form of which state.
7. What is cultural tourism?
8. Name any two Museums in Kerala.
9. What is Sports tourism?
10. What is Incentive Tourism?

(10 × 1 = 10 Marks)

P.T.O.

SECTION – B

Answer **any eight** questions in not exceeding one paragraph each. **Each** question carries **2** mark.

11. What is Surfing?
12. Name any four famous Hill Station tourism destinations in South India.
13. Write a short note on Bihu.
14. What is Domestic Tourism?
15. Why Jaipur is called as Pink City?
16. List out the specialties of Chinese cuisine.
17. What is Recreational Tourism?
18. Describe the significance of Handicrafts in tourism.
19. Define Sking.
20. Discuss the significance of Ajanta and Ellora as tourism product.
21. What is Aero sports?
22. Write a short note on kathakali.

(8 × 2 = 16 Marks)

SECTION – C

Answer **any six** questions in not exceeding **120** words each. **Each** question carries **4** marks.

23. Write a short note on Thenmala Ecotourism.
24. Justify the following "India is called as a tourist destination of all seasons".
25. What are the major tourism attractions of Shimla.
26. Discuss the Religious philosophy of Jainism.

27. What is scuba diving? Write its features.
28. List down the important Pilgrim Tourism destinations in India.
29. Why Bodh Gaya is famous? List out its importance in tourism development.
30. How does Kerala contribute to Tourism discuss with examples.
31. Menttion the major tourism monuments in Agra.

(6 × 4 = 24 Marks)

SECTION – D

Answer **any two** questions in not exceeding **four** pages each. **Each** question carries **15** marks.

32. Write an essay on Scope of Adventure Tourism in India.
33. Describe Golden Triangle as a Tourism Product. Explain the importance of Golden Triangle in Indian Tourism.
34. Write an essay on famous tourism Destinations in Goa.
35. Discuss the important fairs and festivals in India.

(2 × 15 = 30 Marks)

(Pages : 3)

R – 2558

Reg. No. :

Name :

Fourth Semester B.Com. Degree Examination, July 2023

Career Related First Degree Programme under CBCSS

Group 2(a) – COMMERCE AND TOURISM AND TRAVEL MANAGEMENT

Vocational Course VI

TT 1472 : TOUR GUIDING AND ESCORTING

(2018 Admission Onwards)

Time : 3 Hours

Max. Marks : 80

SECTION – A

Answer **all** the questions in **one** or **two** sentences. Each question carries **1** mark.

1. According to Department of Tourism, Government of India, who is a general guide?
2. Define tour manager.
3. In tour guides, who is linguist tour guide?
4. Who is an International Traveller?
5. Define Itinerary.
6. What do you mean by Independent Tour?
7. What do you mean by Tour commentaries?

P.T.O.

8. What is the role of an interpreter in tour guiding aspect?
9. Who is a freelance guide?
10. What is meant by Tour Conducting?

(10 × 1 = 10 Marks)

SECTION – B

Answer any **eight** questions in not exceeding one paragraph. Each question carries **2** marks.

11. Discuss the positive unexpected events may occur in a tour.
12. "Speaking skill is an essential quality of a guide". Justify the statement.
13. What are the differences between tour guide and tour escort?
14. Why tour guide is known as a cultural mediator?
15. What are the internal roles a tour guide performs before the tour?
16. Write a short note on the role of presentation skills in the success of tour **guiding**.
17. What are the important tools and technologies used by a tour guide?
18. Differentiate between Escorted Tour and Hosted Tour.
19. Write short note on the importance of first aid in conducting tour.
20. Differentiate between Pre-tour and Post-tour activities.
21. Write any two roles of a tour guide in conducting an international tour.
22. What are the positive unexpected events may occur during a tour?

(8 × 2 = 16 Marks)

SECTION – C

Answer any **six** questions in not exceeding 120 words. Each question carries 4 marks.

23. Identify and explain the problems faced by an untrained tour guide.
24. Explain about the different types of tours.
25. List out the guidelines for dealing with disabled people in a tour.
26. Write a short note on relationship of tour operators with motor car operators and companies.
27. Identify and explain the categories of tourist guides normally seen in India.
28. Write in detail any four work activities of guides in Airports and Bus terminals.
29. Detail about the procedures of complaint handling in a tour programme.
30. Detail the responsibilities of an Escort in a tour.
31. Explain about the different Personal Hygiene and Grooming standards a guide need to follow to become successful.

(6 × 4 = 24 Marks)

SECTION – D

Answer any **two** questions in not exceeding four pages each. **Each** question carries 15 marks.

32. Discuss in detail the role of a tour escort.
33. Explain the Major responsibilities of a Tour Guide.
34. What are the Principles of guiding, discuss in detail.
35. Detail the various roles of tour guide.

(2 × 15 = 30 Marks)

(Pages : 3)

R – 2143

Reg. No. :

Name :

Fourth Semester B.A./B.Sc. Degree Examination, July 2023

First Degree Programme under CBCSS

Language Course – English

EN 1411.1/EN 1411.3 : READINGS IN LITERATURE

(Common for CBCSS B.A./B.Sc. & Career Related 2(a) Courses)

(2019 Admission Onwards)

Time : 3 Hours

Max. Marks : 80

- I. Answer **all** questions in a word or sentence.
1. Who is Krishnankutty by profession?
2. Write the antonym of the word unite.
3. How are the whites described in the poem 'We are going'?
4. How is the old woman in the poem 'Agony' described?
5. In the poem 'The Man who was a Hospital' poet did not have _____ disease.
6. What did the colonists hold back from the land on "The Gift Outright"?
7. Who gifted Uma the exercise book?
8. Who is Lomov in Chekov's play?
9. What is the speaker's confession in the poem 'Telephone Conversation'?
10. How does the poet Ayyapa Panikar exemplify the theme of his poem?

(10 × 1 = 10 Marks)

P.T.O.

II. Answer any **eight** from the following not exceeding **50** words.

11. How is the question of caste brought into the poem 'Identity card' without mentioning much about it?
12. What has the colonizers done to the land of the natives?
13. What were the reasons for Lomov getting married?
14. Which are the diseases the poet felt he suffered from?
15. What is the theme of the Exercise Book by Rabindranath Tagore?
16. Why does the speaker get irritated in the poem 'Telephone Conversation'?
17. How is the golden Cassia described in Panikar's poem?
18. Comment on the title madness.
19. What was Malcolm X's Nightmare?
20. What is the significance to the words "I watch her kneel in all my lifetime" in the poem 'House of a Thousand Doors'?
21. Why did the Residents Association not help John Kurian?
22. Comment on the impact of nuclear war on the environment.

(8 × 2 = 16 Marks)

III. Answer any **six** from the following not exceeding **100** words.

23. Describe the character of Lomov.
24. Consider Telephone Conversation by Wole Soyinka as a fine example of dramatic monologue.
25. Comment on the significance of the exercise book for Uma.
26. How is Krishnan kutty a victim of caste-class alienation?

-
27. How does Arundhati Roy criticize India's nuclear policies?
 28. How does Panikar describe the transition of the golden Cassia?
 29. Who is Kochuraman in the short story "The Power of Faith"?
 30. How does the poet bring out the aspect of colonization in the poem 'The Gift Outright'?
 31. Analyse the title of the essay 'Nightmare'.

(6 × 4 = 24 Marks)

IV. Answer any **two** in about **300** words.

32. Arundhati Roy's argument against India's nuclear policy.
33. Discuss the plight of the natives in the poem 'We are going'.
34. Bring out the humour and irony in Chekov's play 'A Marriage Proposal'.
35. Analyse the characters in Ayyapan's short story 'Madness'.

(2 × 15 = 30 Marks)

(Pages : 3)

R – 2549

Reg. No. :

Name :

Fourth Semester B.Com. Degree Examination, July 2023

Career Related First Degree Programme under CBCSS

Core Course V

TT 1441/CX 1441/HM 1441 : BUSINESS REGULATORY FRAMEWORK

**(Common for Commerce & Tourism and Travel Management/Commerce &
Tax Procedure and Practice/Commerce & Hotel Management and
Catering)**

(2018 Admission Onwards)

Time : 3 Hours

Max. Marks : 80

SECTION – A

Answer **all** questions in **one** or **two** sentences each. Each question carries **1** mark.

1. What is voidable contract?
2. What is Cross Offer?
3. Who is finder of last goods?
4. What is Retrospective Guarantee?
5. Explain the term lien.
6. What is quasi contract?
7. Define contract of sale of goods.

P.T.O.

8. Explain the term Patent Right.
9. What is Plagiarism?
10. Explain IRDA Act.

(10 × 1 = 10 Marks)

SECTION – B

Answer any **eight** questions in not exceeding a paragraph. Each question carries **2** marks.

11. What are the exceptions to the rule Doctrine of Privity of Contract?
12. Differentiate between Coercion and Undue influence.
13. Explain mistake of law.
14. Who can demand performance as per contract Act?
15. Explain the term Quantum Meruit.
16. What are the rights of bailor?
17. Who is Principal and Agent to agency contract?
18. Distinguish between subagent and a substitute agent.
19. Explain Doctrine of Caveat Emptor.
20. Who is unpaid seller?
21. Differentiate between patent right and copy right.
22. What are the rights of consumers as per Consumer Protection Act?

(8 × 2 = 16 Marks)

SECTION – C

Answer any **six** questions in not to exceed **120** words each. Each question carries **4** marks.

23. Briefly explain different kinds of offer.
24. Differentiate between Contract of Indemnity and Contract of Guarantee.
25. Explain the modes of discharge of contract.
26. Explain the liabilities of principal to third parties.
27. Distinguish between sales and hire purchase agreements.
28. Explain IRDA Act and its objective.
29. Explain Capacity of parties to contract.
30. "A contract without consideration is void". Explain exceptions to this general rule.
31. Explain the ways for creation of Agency.

(6 × 4 = 24 Marks)

SECTION – D

Answer any **two** questions not to exceed 4 pages each. Each question carries **15** marks.

32. Define consideration and explain the rules related to valid consideration.
33. What do you mean by Delivery and explain the rules relating to delivery of goods?
34. Define Contract and briefly explain different kinds of contract.
35. Define Acceptance and explain the essentials of a valid acceptance.

(2 × 15 = 30 Marks)

(Pages : 3)

R – 2437

Reg. No. :

Name :

Fourth Semester B.Com. Degree Examination, July 2023

First Degree Programme under CBCSS

Core Course

CO 1442/TT 1442/CX 1442/HM 1442 : BANKING AND INSURANCE

**(Common for Commerce / Commerce & Tourism and Travel Management /
Commerce & Tax Procedure and Practice / Commerce & Hotel
Management and Catering)**

(2018 Admission Onwards)

Time : 3 Hours

Max. Marks : 80

SECTION – A

Answer all questions in 1 or 2 sentences. Each question carries 1 mark.

1. What is financial inclusion?
2. What is EFT?
3. What is bearer cheque?
4. What is RTGS?
5. What is premium?
6. What meant by demonetization?
7. What is insurable interest?

P.T.O.

8. What is a post dated cheque?
9. What is CRR?
10. What is no-frills account?

(10 × 1 = 10 Marks)

SECTION – B

Answer **any eight** questions in not exceeding **1** paragraph each. Each question carries **2** marks.

11. Define a cheque.
12. What is online banking?
13. Define insurance.
14. What is re insurance?
15. What is proximate cause?
16. What are the defects of indigenous bankers?
17. What is special crossing?
18. What is medical insurance?
19. What is a credit card?
20. What is assignment?
21. What are the advantages of core banking?
22. What is blank endorsement?

(8 × 2 = 16 Marks)

SECTION – C

Answer **any six** questions in not exceeding **120** words. Each question carries **4** marks.

23. Write a short note on bank rate policy.
24. Distinguish between general crossing and special crossing.
25. What are the precautions a banker should take while opening an account in the name of a company?
26. What are the features of life insurance?
27. Explain Insurance as a social security tool.
28. Explain SWIFT.
29. What is debit card? Explain different types of debit card.
30. Write short notes on ECS.
31. What are the different kinds of marine policies?

(6 × 4 = 24 Marks)

SECTION – D

Answer **any two** questions in not exceeding **4** pages each. Each question carries **15** marks.

32. What is crossing? Explain the different types of crossing with its significance.
33. Explain the important functions of RBI.
34. Discuss the powers and functions of IRDA.
35. Discuss the role of commercial banks in the economic development of a country.

(2 × 15 = 30 Marks)