

STELLA MARIS COLLEGE (AUTONOMOUS) CHENNAI – 600 086.
(For candidates admitted during the academic year 2009 – 2010 & thereafter)

SUBJECT CODE: CM/PE/CB43

M.Com. DEGREE EXAMINATION APRIL 2012
COMMERCE
FOURTH SEMESTER

COURSE : ELECTIVE
PAPER : COMPUTER APPLICATIONS IN BUSINESS (THEORY)
TIME : 1 HOUR **MAX. MARKS: 40**

SECTION A

Answer any five questions :

5 x 3 = 15

1. What do you mean by cyber crime?
2. Explain the following terms :
i-customer i-store
3. What is called 'Hacking'?
4. Explain the following terms
a. Debit note b. Account groups
5. List out the e-commerce customer applications.
6. How does e-advertising helps in e-marketing?
7. Explain the following terms
a. Absolute cell reference b. Nominal scale

SECTION B

Answer any five questions:

5 x 5 =25

8. Briefly explain the customer satisfaction and customer insecurity towards e-banking.
9. What are the prospects and challenges for online shopping in India?
10. What are the various marketing strategies followed in a service industry?
11. Briefly explain the privacy policies and technologies a firm could establish to save guard its web site?
12. Explain the various methods of electronic payment system.
13. Explain the different forecasting techniques that are used in SPSS?
14. Briefly explain the following :
a. Creation of stock group and stock categories
b. Payment voucher and receipt voucher

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COURSE : ELECTIVE
PAPER : COMPUTER APPLICATIONS IN BUSINESS (PRACTICAL-I)
TIME : 2 HOURS **MAX. MARKS: 60**

SECTION - A

ANSWER ALL QUESTIONS:

4 X 10 = 40

1. Calculate the coefficient of correlation by Karl Pearson's method using EXCEL and verify your answer with the statistical function.

X	72	84	96	112	136	124	140
Y	154	167	189	202	216	190	220

2. A weight reduction program claims that their program achieve a weight reduction of at least 5kg after two weeks program. Ten participants who had undergone the program showed the following results. On the basis of this sample evidence can the claim of the agency on weight reduction be sustained. Test at 5% level? (Apply SPSS)

Before	86	92	100	93	88	80	88	92	95	100
After	77	84	92	87	80	74	80	85	95	96

3. A tea company appoints four sales men A,B,C and D and observes their sales in three seasons – summer, winter and monsoon. Calculate two-way ANOVA from the following data. Test whether there is any significant difference between sales by the firm salesmen and sales in three different seasons. (Apply SPSS)

SEASONS	SALESMEN			
	A	B	C	D
Summer	36	36	21	35
Winter	28	29	31	32
Monsoon	26	28	29	29

- a. Do the salesmen significantly difference in performance
b. Is there any significant difference between the seasons?

4. Three categories of samples were taken. Each person chosen is asked to select one of the three categories that best represents his feeling toward a certain national policy. The three categories are in favour of the policy (F), against the policy (A) and indifferent towards the policy (I). The following results were obtained. Test whether the views of doctor, engineers and professors are independent using chi square analysis. (Apply EXCEL)

OCCUPATION	REACTION		
	F	A	I
Doctors	80	30	10
Advocates	70	40	40
Professors	50	50	30

SECTION - B

ANSWER THE FOLLOWING QUESTION:

1 X 20 = 20

5. The following are the balances extracted from the books of EXCEL Ltd on 31st December 2011. You are required to make the necessary closing entries and prepare
- Trial balance
 - Trading account
 - Profit and loss account
 - Balance sheet

Opening stock	5000	Bills payable	16000
Stationery	1800	Creditors	14000
Purchases	12000	Trade expenses	3000
Wages	2400	Return outwards	2000
Insurance	1200	Cash in hand	12000
Sundry Debtors	35000	Cash at bank	18000
Carriage inwards	600	Rent	2600
Commission (Dr)	800	Carriage out	1000
Depreciation	4000	Sales	25000
Stationery	1300	Office expenses	1300
Returns inwards	1000	Capital	100000
Bills receivable	20000	Commission (cr)	2000
Fixed assets	36000	Loan from A	8000

Closing stock is 8000.



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TIME : 2 HOURS **MAX. MARKS: 60**

SECTION - A

ANSWER ALL QUESTIONS:

4 X 10 = 40

1. Calculate the regression equations using EXCEL and estimate the value of X when Y = 160 and estimate the value of Y when X = 210.

X	120	135	156	182	196	204	218
Y	117	130	143	175	184	192	206

2. Two independent samples of 10 and 8 items gave the following values. Examine whether the difference between the means of the two samples is significant at 5% level. (Apply SPSS)

Sample X	42	56	63	75	89	96	103	124	138	140
Sample Y	53	60	74	82	95	108	116	127		

3. A tyre company appoints four sales men A,B,C and D and observes their sales in four quarters. Calculate two-way ANOVA from the following data. Test whether there is any significant difference between sales by the firm salesmen and sales in four quarters .(Apply SPSS)

QUARTERS	SALESMEN			
	A	B	C	D
I	112	144	152	160
II	118	148	140	172
III	126	156	132	146
IV	120	132	145	152

4. Three categories of samples were taken. Each person chosen is asked to select one of the three categories that best represents his feeling toward a certain national policy. The three categories are in favour of the policy (F), against the policy (A) and indifferent towards the policy (I) The following results were obtained. Test whether the views of doctor, engineers and professors are independent using chi square analysis. (Apply EXCEL)

OCCUPATION	REACTION		
	F	A	I
Students	34	23	8
Entrepreneurs	45	38	23
Employed	52	22	12

SECTION B

ANSWER THE FOLLOWING QUESTION:

1 X 20 = 20

5. The following are the balances extracted from the books of ABC ltd on 31st December 2010. You are required to make the necessary closing entries and prepare
- Trial balance
 - Trading account
 - Profit and loss account
 - Balance sheet

Opening stock	15000	Commission (cr)	1300
Bills receivable	22000	Return outwards	1200
Purchases	32000	Trade expenses	1800
Wages	3000	Office expenses	2400
Insurance	4000	Cash in hand	8400
Sundry Debtors	27500	Cash at bank	12300
Carriage inwards	1450	Rent	9000
Commission (Dr)	2300	Carriage out	1300
Interest on capital	2600	Sales	46000
Stationery	1700	Bills payable	7500
Returns inwards	2200	Creditors	13200
Secured Loan	18700	Capital	120000
Misc income	7300		

Closing stock is Rs 12,250

