SET - I

URUMU DHANALAKSHMI COLLEGE KATTUR TRICHY -19 DEPARTMENT OF BANK MANAGEMENT & COMPUTER APPLICATION

ADVANCED FINANCIAL MANAGEMENT

II M.COM (BM) - SUBJECT CODE:P16BM42

SECTION - A (10 X 2 = 20)

Answer ALL questions Marks:75

1What is financial management?

- 2. Define cost of capital.
- 3. What is a stable dividend policy?
- 4.Define the working capital?
- 5. What do you mean by over capitalization?
- 6.State any two functions of financial management.
- 7. What are the steps in financial planning?
- 8. State the significance of cost of capital.
- 9. Define the term capital structure.
- 10. What do you mean by financial leverage?

SECTION -B (5 X 5 = 25)

Answer ALL questions

11. (a) The earnings per share of a company are Rs.10 and the rate of capitalization applicable to it is 10%. The company has before it the options of adopting a payout of 20% or 40 % or 80%. Using Walter's formula calculate the market value of the company's share if the productivity of the retained earnings is 20%.

(OR)

(b) A firm has a sales of Rs.20,00,000. Variable cost is Rs.14,00,000 and fixed cost Rs.4,00,000 and the debt is Rs.10,00,000 at 10% rate of interest. Find out the leverages.

12(a) From the following information calculate the average amount of working capital required.

	Per annum
	Rs.
Stock of finished goods and work in progress	10,000
Stock of stores and materials	8,000
Average credit to local customers 2 weeks	1,04,000
Average credit to outside customers 6 weeks	3,12,000
Credit available for payment of purchases 4 weeks	78,000
Credit available for payment of wages 2 weeks	2,60,000
Add 10% for contingencies.	

(b) The following information is available in respect of a firm. A company has earnings before interest and taxes Rs.1,00,000. It expects a return on investment at a rate of 12.5%. You are required to find out the total value of the firm according to the M.M. Theory

13(a)A firm issues debentures of Rs.1,00,000 and realizes Rs.98,000 after allowing 2% commission to brokers. The debentures carry an interest rate of 10%.

The debentures are due for maturity at the end of 10th year. You are required to calculate the effective cost of debt before tax. (OR)

(b) Given the following information you are required to compute (a)

Capitalization and (b) capital structure.

Liabilities	Rs.	
Equity share capital		10,00,000
Preference share capital		5,00,000
Long term loans and debentures		2,00,000
Retained earnings		6,00,000
Capital surplus		50,000
Current liabilities		1,50,000
		25,00,000

14(a) What are the problems in determining cost of capital?

(OR)

(b) A company issues 1000 shares of Rs. 100 each, the floatation cost is expected to be 5%.

The company pays dividend per share at Rs.10. It is expected the growth rate will be 5%.

Calculate the cost of equity.

15.(a) Calculate financial leverage for the following firm:

Output (Units)	60,000
Fixed cost (Rs.)	7,000
Variable cost per unit(Rs.)	0.20
Interest on borrowed capital (Rs.)	4,000
Selling price per unit (Rs.)	0.60
(OR)	

(b) A firm's (Ke) (Return available to shareholders) is 15%. The average tax rate of share holders is 40% and it is expected that 2% is brokerage cost that share holders will have to pay while investing their dividends in alternatives securities. What is the cost of retained earnings?

SECTION -C (3 X10=30)

Answer any THREE questions

16. Explain the factors determining the capital structure.

17. Bharathi Ltd. expects an annual EBIT of Rs. 1,00,000. The company has Rs. 4,00,000

In 10% debentures. The capitalization rate is 12.5 %. The company proposes to issue additional equity shares of Rs.1,00,000. Calculate the value of firm (v) and the overall cost of capital (k0).

18. Prepare an estimate of working capital requirement from the following information.

Projected annual sales 2,00,000 units

Selling price Rs. 8 per unit.

Percentage of profit on sales 25%

Average credit period allowed to customer 6 weeks.

Average credit period allowed to suppliers 4 weeks.

Allow 10% for contingencies.

19. The company's current balance sheet is as follows:

Liabi	lities Rs.As	sets	Rs.	
	Equity capital	6,00,000	Net fixed assets	15,00,000
	(Rs.10 pershare)		Current assets	5,00,000
	10% long term loan	8,00,000		
	Profit and loss a/c	2,00,000		
	Current liabilities	4,00,000		
		20,00,000		20,00,000

The company's total assets turnover ratio is 3.0 its fixed operating costs are Rs.10,00,000 and variable operating cost 40%. The income tax rate is 50%.

Compute for the company all the three types of leverages.

20. Following are the details regarding three companies.

'A' Ltd	"B' Ltd	'C' Ltd
r = 15%	r~=~10%	r=8%
K e = 10%	K e = 10%	K e = 10%
E = Rs.10	E = Rs.10	E = Rs.10

Calculate the value of equity shares of each of these companies under Walters approaches when dividend pay - out ratio is

(a) 0 % (b) 50% (c) 60% (d)100%

SET - II

URUMU DHANALAKSHMI COLLEGE

DEPARTMENT OF BANK MANAGEMENT AND COMPUTER APPLICATIONS

II M.COM (CA) & (BM) – ADVANCED FINANCIAL MANAGEMENT Marks: 75

Part - A (10*2=20)

Answer all the questions

- 1. What is mean by 'Working Capital Management'?
- 2. State the 'Wealth Maximization'.
- 3. What is 'Time value of money'?
- 4. What is mean by valuation of equity share?
- 5. Define 'Equity Capital'.
- 6. What is financial leverage?
- 7. What do mean by dividend payout?
- 8. Define EPS.
- 9. What is mean by gross profit?
- 10. Explain the term dividend policy.

Part – B (5*5=25)

Answer all the questions

1. a) Describe the objectives of 'Profit Maximization'?

(Or)

- b) Explain the financial decision in financial management.
- 2. a) Calculate the present value of the following cash inflows if the rate of interest is 10%

Year 1 2 3 4 5
Amount 5,000 6,000 7,000 8,000 9,000
(Or)

- b) Explain the different approaches for the measurement of return.
- 3. a) The current market price of an equity share of a company is Rs. 90. The current dividend per share is Rs. 4.50. Incase the dividends are expected to grow @7%. Calculate the cost of equity capital.

(Or)

- b) A firm has sales of Rs. 1, 00,000. Variable cost Rs. 7, 00,000 and Fixed cost Rs. 2, 00,000 and debt Rs. 5, 00,000, 10% interest. What are Operating, Financial and Combined Leverages? If the firm wants to double its EBIT how much of a rise in sales would be needed on a percentage basis.
- 4. a) Explain the Operating cycle of working capital of a manufacturing concern.

(Or)

b) Sakthi Ltd., is engaged in customer retailing. You are required to forecast their working capital from the following

Profit annual sales	Rs. 6, 50,000
Percentage of N.P to cost of sales	25%
Average credit allowed to Debtors	10 weeks
Average credit allowed to Creditors	4 weeks
Average stock carrying (in terms of sales requirement)	8 weeks

Add 20% to allow for contingencies

5. a) A new project under consideration by your company requires a capital investment of Rs. 150 lakhs. Interest on term loan is 12% and Tax rate is 50%. If the Debt – Equity ratio is insisted by the financing agencies is 2:1. Calculate the point of Indifference for the project.

(Or)

b) Explain the types of Risk and compare the risk and return?

$$Part - C$$
 (3*3=30)

Answer any Three questions

- 1. Explain the functions of treasurer and controller.
- 2. Excel Ltd., has Assets of Rs. 1, 60, 000 which have been financed with Rs. 52, 000 of debt and Rs. 90, 000 of equity and a General reserve of Rs. 18, 000. The firm's total profit after interest and tax for the year ended 31st March 2019 were Rs. 13, 500. It pays 8% interest on borrowed fund and is in 50% tax bracket. It has 900 equity share of Rs. 100 each selling at a market price of Rs. 120 per share. What is the weighted average cost of capital?
- 3. The following information is available in respect of a firm

Capitalization rate ke = 10%

EPS = Rs. 10

Assumed rate of return on investment 1) r = 10%

r = 8%

r = 10%

Show the effect of dividend policy on the market price shares, using Walters Model

4. The Board of Directors of Vel mill request you to prepare a statement showing the working capital required for a level of activity of 30000 units of output for the year.

Particulars	Cost per unit
Raw materials	20
Direct materials	5
Overheads	<u>15</u>
Total	40
Profit	_10
Selling price	50

5. The following information is available

r = 15%

k = 12%

E=Rs. 10

Determine the value of its sharing using Gordon's model assuming

D/P ratio (1-b)	Retention ratio (b)
100	0
80	20
40	60

SET - III

URUMU DHANALAKSHMI COLLEGE

DEPARTMENT OF BANK MANAGEMENT AND COMPUTER APPLICATIONS

II M.COM (CA) & (BM) – ADVANCED FINANCIAL MANAGEMENT Marks: 75

Part - A (10*2=20)

Answer all the questions

- 1. Define finance.
- 2. What is profit maximization?
- 3. What is capital structure?
- 4. Explain the term arbitrage process.
- 5. What is cost of capital?
- 6. What do you mean by dividend policy?
- 7. Explain the term leverage.
- 8. What is EPS?
- 9. What do you mean by net working capital?
- 10. What is lag in payment?

Part - B (5*5=25)

Answer all the questions

11. a) What are the categories of financial decisions?

(Or)

- b) Explain about the wealth organization and its advantages.
- **12.** a) List out the assumptions Net Operating Income Approach.

(Or

- b) Bharati Ltd. Expects an annual EBIT of Rs. 1, 00,000. The company has Rs. 4, 00,000 in 10% Debentures. The equity capitalization rate is 12.5%. The company proposes to issue additional equity shares of Rs. 1,00,000 and use the proceeds for redemption of debenture Rs. 1,00,000. Calculate value of the firm (V) and the overall cost of capital (ko).
- **13.** a) Sri Ram Industries Ltd issued 10, 000, 10% debentures of Rs. 100 each. The tax rate is 50%. Calculate the before tax and after cost of debt if the debenture are issued.
 - a) at par
- b) at a premium of 10% c) at a discount of 10%.

(Or)

- b) A company's share is quoted in the market at Rs. 40 and the expected dividend for the next year is Rs.2 per share. Thereafter, the investors expect a growth rate is 5% p.a.
 - a) Calculate the cost of equity capital.
 - b) Calculate the market price per share if the expected growth rate is 6% p.a.
- c) Calculate the market price per share if the dividend of Rs. 2 is maintained, the cost of equity is 9% and the expected growth in dividing is 6% p.a.
- **14.** a) Calculate operating leverage for Maruti Ltd. From the following information:

No. of units produced Rs. 50,000 Selling price per unit Rs. 50

Variable cost per unit

Rs. 20

Fixed cost per unit at current level of sales Rs. 15. What will be the new operating leverage, if the variable cost is Rs. 30 per unit.

(Or)

- b) The earning per share of a company is Rs.12. The cost of equity capital is 10%. The rate of return on investment is 15%. Compute the market price per share under Walter's model if the payout is a) 50% and b) 75%.
- **15.** a) Explain the factors determining the needs of working capital.

(Or)

b) Explain the Types of Debentures.

Part - C (3*3=30)

Answer any three questions

- **16.** Describe the various functions of financial management.
- **17.** Explain the concept of MM approach.
- **18.** The shares of a steel company are quoted at Rs.42per share. The firm has paid a dividend of Rs. 4 per share last year. The expected growth in dividends is 5% per annum.
 - i) Determine the cost of equity capital of the company.
 - ii) Determine the market price of the equity share, if the anticipated growth rate of the firm a) rises to 8% and b) falls to 3%.
- 19. AceLtd., has a share capital of Rs. 1, 00,000 divided in to shares of Rs 10 each. The management is considering the following alternatives for finance a capital expenditure of Rs, 50, 000
 - 1. Issue of 10% debentures.
 - 2. Issue of 5,000, 12% preference shares of Rs. 10 each.
 - 3. Issue of 5,000 shares of Rs. 10 each.

The earnings before interest and taxes (EBIT) is Rs. 30, 000. p.a.

Calculate the effect of each of the alternatives on the earnings per share, assuming

- a. EBIT continues to be the same even after the capital expenditure.
- b. EBIT increases by Rs. 15, 000
- c. Tax liability of 40%
- 20. Tom & Co Ltd., desires to purchase a business and has consulted ypu and one point on which you are asked to advise them is the average amount of working capital which will be required in the first year's working

You are given the following estimates and are instructed to add 10% to your computed figure to allow for contingencies,

1 Average amount locked up in stock:	Rs.
Stock of finished product	5, 000
Stock of stores, materials etc.	8,000

2 Average credit given:		
Inland sales 6 week	cs credit	3, 12,000
Export sales 1 ½ we	eeks credit	78,000
3 Lag in payment of wages and	other outstanding:	
Wages	1 ½ weeks	2, 60,000
Stores, materials etc.	1 ½ months	48,000
Rent, royalties etc.	6 months	10,000
Clerical staff	½ month	62, 400
Manger	½ month	4,800
Miscellaneous expense	s 1 ½ months	48,000
4 Payment in advance:		
Sundry expenses (paid	quarterly in advance)	8,000
Undrawn profits on an	average throughout the year	11,000
Calculate the average amount of	of working capital required.	

DEPARTMENT OF BANK MANAGEMENT AND COMPUTER APPLICATIONS

Marks: 75

II M.Com (BM) – GLOBAL BANKINGSYSTEM.

Part – A (10*2=20)Answer all questions.

- 1. What are floating rate bonds?
- 2. What do you mean by wealth maximization?
- 3. What do you mean by interest rate risk?
- 4. What is LIBOR?
- 5. What are SDRS?
- 6. What is exchange rate Stability?
- 7. What is forward contract?
- 8. What is spot rate?
- 9. What are currency futures?
- 10. What is mean by interest parity?

Part – B (5*5=25) Answer all questions.

11. What are the sources of international finance for an enterprise?

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What are the objectives of firm in the arena of global finance?

12. What are the causes for the interest rate volatility?

Or

Inflated rate influence foreign exchange rate - elucidate

13. What are the feature of GDR's

Or

How does the IMF influence the international monitory system?

14. What are the exchange rate quotation? Illustrate with example.

Oı

What are the merits of exchange rate?

15. What are the benefit of swap in foreign exchange market?

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Examine the significance of currency derivatives in the present Indian context.

Part -C (3*10=30) Answer any three questions.

- 16. Emphasis the importance of risk management in the context of global finance management.
- 17. Suggest any four strategies to be adopted for managing exchange rate fluctuation risk.
- 18. Explain the role of euro market in international monitory system.
- 19. Describe the structure of the Indian foreign market
- 20. Elaborate the factor influencing forward exchange rate in India.

DEPARTMENT OF BANK MANAGEMENT AND COMPUTER APPLICATIONS

Marks: 75

II M.Com (BM) – GLOBAL BANKINGSYSTEM.

Part – A (10*2=20)Answer all questions.

- 1. What is Global Financial Market?
- 2. What is mean by Emerging Challenges?
- 3. What is Interest Rate?
- 4. What do you mean by Foreign Exchange Exposure Risk?
- 5. What is Gold Standard?
- 6. what is Bretton woods System?
- 7. What is a floating currency?
- 8.what is Rate of Exchange?
- 9. What is mean by wealth maximization?
- 10. What is Forward Exchange Rate?

SECTION - B (5 X 5 = 25)

Answer ALL questions

- 11(a) What are the Finance Function of Global Market? (OR)
 - (b) What are the objectives of emerging challenges?
- 12(a) What is Risk Management and Wealth Maximization? Explain (OR)
- . (b) What are the classification of foreign exchange exposures and risk?
- 13(a) Write the Briefly the Nature and Measurement of Exposure and Risk (OR).
- (b)Define and explain the term International Monetary System.
- 14(a). What is Gold Standard and Bretton Wood System ? Explain the Briefly. (OR)
 - (b) What is Foreign Exchange Market? What are its features?
- 15(a) What is mean by Swaps? Explain the Swaps and Deposit markets.
 - (b) What is option forward Market? Explain.

SECTION -C (3 X 10 = 30)

Answer any THREE questions

- 16.Explain the Exchange Rate and Interest Rate Volatility.
- 17. What are the classification of Foreign Exchange Exposure and Risk? Explain.
- 18.Explian the International Monetary Fund.
- 19. What is Transactions? What are the types of Transactions?
- 20. Explain the Forward Rate, Swaps and interest parity.

DEPARTMENT OF BANK MANAGEMENT AND COMPUTER APPLICATIONS

II M. COM (BM) - MERCHANT BANKING AND FINANCIAL SERVICES

PART-A (10X2=20)

PAR1-A (10A2=20)
1.Desfine merchant Banking?
2. what is project counseling?
3.what is 'rights issue' of securities?
4. what is IPO?
5. Define prospectus
6.what is manager?
7.what is bought-out deals?
8. what is underwriting?
9. Define depository receipt?
10. what is venture capital?
PART- B (5X5=25)
11. a) maintain the codes of conduct outlined by the SEBI merchant bankers(OR)
b) Explain the role of merchant bankers in project counseling?

12.a) what are the issue mechanism? Explain briefly (OR)

b) Explain the post issue activities of merchant bankers 13. a) maintain the factors to be considered in pricing of the issue of securities(OR) b) Explain the functions of portfolio manager 14.a) what are the benefits of underwriting securities? b) what are the various types of preference shares? 15.a) Explain the types of leasing (OR) b) Discuss the process of selecting an investment in venture capital financing PART- C (3X10=30) 16.Discuss the various functions performed by merchant bankers. 17. what the OTCEI? Explain its objectives and state its features and its Benefits 18. Explain the pre- issue activities in public Issue management 19. Explain the various global debt instruments. 20. what are stock exchanges? What are its functions?

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Department of Bank Management and computer Applications

II M. COM (BM) - Merchant Banking and Financial services

Part-A

- 1. What is Issue Management?
- 2. What is project appraisal?
- 3. What is Book building method?
- 4. What is ESOP?
- 5. What is Shelf prospects?
- 6. What is post-Issue activities?
- 7. What is preference shares?
- 8. What is an underwriter?
- 9. What is agencies involved in the GDR issue?
- 10. What is INDONEXT?

PART-B

- 11.a) Explain the categories of issue managers (OR)
 - b) mention the factors considered public Issue proposal
- 12.a) Explain the services rendered by the New issue market. (OR)
- b) Explain IPO method and the steps involved in the marketing of securities

- 13.a) Explain the various types of prospectus (OR)
 - b) What are the general responsibilities of a portfolio manager?
- 14. a) who are underwriting agencies? Explain Them (OR)

b) what are the different types of debentures?

- 15. a) who are stock exchange traders? Categorize them (OR)
 - b) what are the factors determining the real estate financing assistance.

PART-C

- 16. write a note on Merchant Banking . Explain the growth of merchant banking in India.
- 17. write short note on (i)offer for sale (ii) IPO method (iii)Book building (iv) private placement (v)Rights issue method.
- 18. what is prospectus? What are the contents of prospectus?
- 19. what is credit rating? Explain the functions of credit rating agencies.
- 20. what is leasing? State the differences between lease financing and hire purchase financing.

SET-III

DEPARTMENT OF BANK MANAGEMENT AND COMPUTER APPLICATIONS

II M. COM (BM) - MERCHANT BANKING AND FINANCIAL SERVICES

PART-A

- 1.what is credit syndication?
- 2.who is an Issue manager?
- 3. what does 'public Issue management' mean?
- 4. what is private placement?
- 5. what is average market price?
- 6. what is Red herring prospectus?
- 7. what is syndication underwriting?
- 8. what is 'grey market'?
- 9. what is hire purchase?
- 10.define Financial services?

Part-B (5x5=25)

- 11.a) what are the activities performed by merchant banker as a part of credit syndication? (OR)
 - b) Briefly explain the SEBI guidelines for merchant Banking?
- 12.a) Elaborate on the role of Issue manager in public issue management?

(OR)

- b) what is OTCEI? Name the securities traded on OTCEI?
- 13.a) State the arguments in favor of mergers & acquisitions?

(OR)

b) what are the various methods of issues of securities?
14.a)Explain the different types of understandings of Securities'?
(OR)
b) Explain the mechanics of underwriting of securities?
15.a)Explain the issue process of depository receipts?
(OR)
b)Explain the various types of factoring?
PART-C (10X3=30)
16.State the regulatory framework and SEBI guidelines for merchant banking?
17. what is Right issue of securities? state the differences between Right issue and bonus shares?
18.what is merger? What are the various types of mergers?
19.Define underwriting? Explain its benefits and functions?
17.Define under writing: Dapidin its benefits and functions:
20. State the recent developments in stock exchanges in India?
URUMU DHANALAKSHMI COLLEGE TIRUCHIRAPPALLI-620019.SET-1

DEPARTMENT OF BANK MANAGEMENT & COMPUTER APPLICATION.

II M. COM (BM) - HUMAN RESOURCE MANAGEMENT

Answer All the questions

 $(10 \times 2 = 20)$

Section-A

1. Define "HRM"? 2. What is mean by Human Resource Planning? 3. What is meaning of job Analysis? 4. What are the Recruitment means? 5. What are the Ranking Method? 6. What is Placement? 7. Meaning of Grievance? 8. Meaning of QWL? 9. What you mean by Stress Interviews? 10. Recent Trends in HRM? **Section-B Answer All the questions** $(5 \times 5 = 25)$ 11. (a) Scope of the Human Resource Management? OR (b) Bring out the need for Job Analysis? 12. (a) Different Types of interview ? OR (b) Methods of job evaluation? 13. (a) Stages involved in selection candidates? OR (b) Objectives of Human Resource Management? 14. (a) Two sources of recruitment - Explain? OR (b) Nature of Human Resource Management? 15 . (a) Different types of test? OR (b)Steps in Performance Appraisal? **Section-C Answer Any THREE questions** $(3 \times 10 = 30)$ 16 Functions of Human Resource Management? 17. Different types of Selection Process? 18. What are the Recruitment- Explain? 19. Methods of performance Appraisal? 20.Methods of Training? URUMU DHANALAKSHMI COLLEGE TIRUCHIRAPPALLI-620019.SET-2 DEPARTMENT OF BANK MANAGEMENT & COMPUTER APPLICATION.

HUMAN RESOURCE MANAGEMENT

CODE:P16BME5B

Section-A

Answer All the questions

 $(10 \times 2 = 20)$

- 1. What you mean by Training?
- 2. What are the methods of performance appraisal?
- 3. Forced choice method Explain?
- 4. What you mean by performance appraisal?
- 5. What are the sensitivity training?
- 6. What you mean job Description?
- 7. Causes of Grievance?
- 8. Meaning of job design?
- 9. What you mean by board Interviews?
- 10. What you mean by promotion?

Section-B

Answer All the questions

 $(5 \times 5 = 25)$

11. (a) Explain the significance of HRM?

OR

- (b) Bring out the need for Job specification?
- 12. (a) Purpose of training Explain?

OR

- (b) Methods of job Enrichment?
- 13. (a) Management by objectives(MBO)?

OR

- (b) Methods of training?
- 14. (a) Selection procedure Explain?

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- (b)Personal management personal policies?
- 15. (a) Factors affecting performance appraisal?

OR

(b)Bring out the grievance - Explain?

Section-C

Answer Any THREE questions

 $(3 \times 10 = 30)$

- 16 Human Resource Management Information system?
 - 17. Different types of placement?
 - 18.Explain the Management development programmes?
 - 19. Limitation of Appraisal Methods?
 - 20.Methods of Training on the job training off the job training?

URUMU DHANALAKSHMI COLLEGE TIRUCHIRAPPALLI-620019.SET-3

DEPARTMENT OF BANK MANAGEMENT & COMPUTER APPLICATION.

HUMAN RESOURCE MANAGEMENT

CODE:P16BME5B

Section-A

Answer All the questions

 $(10 \times 2 = 20)$

- 1. What you mean by organisation?
- 2. What are the unsolicited applicants?
- 3. Appraisal method Explain?
- 4. What you mean by Transfer?
- 5. What are the lecture training?
- 6. What you mean job Enlargement?
- 7. Collective Bargaining?
- 8. Meaning of carrier planning?
- 9. What you mean by group Interviews?
- 10. What you mean by co-ordinating?

Section-B

Answer All the questions

 $(5 \times 5 = 25)$

11. (a) Nature of HRM?

OR

- (b) Bring out the need for organisation HRM?
- 12. (a) Carrier Planning Explain?

OR

- (b) Methods of job Enlargement?
- 13. (a) What are the job description?

OR

- (b) Methods of Induction training?
- 14. (a) Measuring of QWL Explain?

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- (b) Recent trends in HRM practices?
- 15. (a) What are the pre-requisites?

OR

(b) What are the grievance level - Explain?

Section-C

Answer Any THREE questions

 $(3 \times 10 = 30)$

- 16 Organisation of HRM Department Explain?
 - 17. Different types of Re-Engineering?
 - 18.Explain the Demotions?
 - 19. Issues in Quality of work life Explain?
 - 20. Methods and pre-requisites explain?