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Name.....

Reg. No.....

SECOND SEMESTER B.Com./B.B.A. DEGREE EXAMINATION, APRIL 2020

(CUCBCSS—UG)

B.Com.

BCM 2C 02—MARKETING MANAGEMENT

(2017 Admissions)

Time : Three Hours

Maximum : 80 Marks

Part I

Answer all questions, each question carries 1 mark.

(A) Choose the correct answer :

1 The concept of marketing mix was developed by :

- | | |
|------------------------|--------------------|
| (a) Philip Kotler. | (b) N H Borden. |
| (c) William J Stanton. | (d) None of these. |

2 Sub-dividing of market into homogeneous sub-sections of customers is known as :

- | | |
|------------------------------|--------------------------|
| (a) Target marketing. | (b) Market segmentation. |
| (c) Product differentiation. | (d) None of these. |

3 Anything that has ability to satisfy needs and wants of the consumer is known as :

- | | |
|--------------|----------------|
| (a) Price. | (b) Package. |
| (c) Product. | (d) Promotion. |

4 The retailer sells goods in _____.

- | | |
|---------------------|--------------------|
| (a) Small quantity. | (b) Huge quantity. |
| (c) Not enough. | (d) None of these. |

5 White revolution relates with :

- | | |
|--------------|--------------------|
| (a) Fish. | (b) Milk. |
| (c) Service. | (d) None of these. |

Turn over

(B) Fill in the blanks :

- 6 FMCG stands for _____.
- 7 _____ goods are purchased for final consumption.
- 8 EFT means _____.
- 9 Transportation creates _____ utility.
- 10 The market where product is sold by only one seller known as _____.

(10 × 1 = 10 marks)

Part II (Short Answer Questions)

*Answer any **eight** questions, each question carries 2 marks.*

11. What do you mean by market positioning ?
12. What do you mean by advertising ?
13. What do you mean by price skimming ?
14. What do you mean by product modification ?
15. What do you mean by product line ?
16. What do you mean by relationship marketing ?
17. Mention any *two* objectives of advertising.
18. What do you mean by odd pricing ?
19. Define service.
20. What is B2C business ?

(8 × 2 = 16 marks)

Part III (Short Essays)

*Answer any **six** questions, each question carries 4 marks.*

21. Briefly explain the features of modern marketing.
22. What are the objectives of product diversification ?
23. Explain the different types of sales promotion techniques.
24. Explain the different marketing concepts.
25. What are the factors influencing consumer behavior ?

26. What are the characteristics of services ?
27. What are the importance or objectives of sales promotion ?
28. Explain the problems involved in the marketing of services.

(6 × 4 = 24 marks)

Part IV (Long Essays)

Answer any two questions, each question carries 15 marks.

29. Define Sales Promotion. What are the merits and demerits of sales promotion ?
30. What do you mean by product innovation ? What are the factors influencing product innovation ? Explain the different product innovation strategies.
31. What do you mean by market segmentation ? Explain the steps in market segmentation process.

(2 × 15 = 30 marks)