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Sl. No of Question paper

Unique Paper Code : 61018318

Name of the Paper : Karyalayee Hindi

Name Of the Course : B.VOC (Web Design)

Semester : IIIrd

Duration hours : 3 Hours

Maximum Marks : 75

छात्रों के लिए निर्देश:-

(i) इस प्रश्न पत्र के मिलते ही ऊपर दिए गए निर्धारित स्थान पर अपना अनुक्रमांक लिखिए।

(ii) किन्हीं चार प्रश्नों के उत्तर दीजिए।

1. भारत में कार्यालय हिंदी की स्थिति पर प्रकाश डालते हुए सामान्य हिन्दी और कार्यालय हिन्दी में अंतर स्पष्ट करें।
2. टिप्पणी के स्वरूप को स्पष्ट करते हुए उसकी विशेषताओं की व्याख्या करें.
3. संक्षेपण को परिभाषित करते हुए उसकी विशेषताओं पर प्रकाश डालिए।
4. कार्यालय पत्राचार के विविध प्रकारों में तीन का उदाहरण सहित उल्लेख करें.
5. प्रारूपण की भाषा पर चर्चा करते हुए उसकी विधियों को स्पष्ट करें .
6. राज भाषा तथा राष्ट्र भाषा में अन्तर स्पष्ट करते हुए कार्यालयी हिन्दी के क्षेत्रों पर प्रकाश डालिए।

Unique Paper Code : 61018527
Name of the Paper : E-Commerce
Name of the Course : B.Voc.
Semester : V
Duration : 3 Hours
Maximum Marks : 75

Instructions for Candidates:-

- 1) Attempt **any four (4)** questions.
- 2) All questions carry equal marks

Q1.Discuss impact of COVID-19 on E-commerce market. Explain the benefits of E-commerce to organizations, customers and society at large. What are the desirable characteristics of an Electronic Market Place?

Q2.Discuss different types of E-Commerce with suitable examples. What are the four types of consumer oriented applications of E-commerce? How do we achieve workflow automation in E-business environment?

Q3.In a cinema ticket reservation system, where online booking of tickets can be done in any cinema hall in the country. Client connects to a reservation server for signing into reservation system. This in turn uses services of two or more servers for Booking and Payment services. Explain the issues involved in implementing and maintenance of this system.

Q4.Differentiate between in-house development and outsourcing of a website development? For a start-up company which type of website development is suitable? Justify your answer. Explain the mechanism to address the challenge related to online trust, security and individual privacy.

Q5. Discuss different types of risks involved in E-Payment. Compare and contrast the traditional business with electronic commerce in a book shop business. With the help of any example web site explain the perspectives of the buyers and sellers in a B2B Ecommerce web site.

Q6. Discuss some newly introduced security threats during last two years in e-commerce environment. How E-Payment system play a key role to stop spreading of COVID 19. Why is orientation and standardization required for e-payment business? Discuss the various threats involved in client server communications and how are they encountered in E-Commerce business.

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SET-A

Roll No.....

Unique paper Code : **61018518**
Name of the Course : **B. Voc (Web Designing)**
Name of the Paper : **Geographical Information System**
Semester : **V**
Duration : **3 Hours**
Maximum Marks : **75**

Instructions for Candidates

1. Write the Roll No. on the top immediately on the receipt of this question paper.
2. **All questions are compulsory.**
3. All questions carry equal marks.

1. Define GIS. Discuss the historical background of GIS in detail.

Or

What is component of GIS? Explain the various components of GIS in detail.

2. What do you mean by GPS? Explain the various segments of GPS.

Or

Discuss the applications of DGPS in detail.

3. Discuss spatial and non spatial data in detail with suitable examples.

Or

4. What are Raster and Vector data model? Discuss advantages and limitations of Vector data model in detail.

5. Describe SQL and Discuss the various options of query in GIS with suitable examples?

Or

Explain the various elements of map layout.

6. Explain the various applications of GIS in forest monitoring and mapping.

Or

What is urban sprawl? How GIS is helpful in urban sprawl studies?

Set -1

Unique Paper Code : 61018528
Name of the Paper : Quality Management
Name of the Course : B.Voc (Web Designing)
Semester : V
Duration : 3 Hours
Maximum Marks : 75 Marks

Instructions for Candidates

- (i) *Attempt any four questions.*
- (ii) *All questions carry equal marks.*

1. Explain the six basic approaches of Quality Management. Define the dimensions of quality for both manufacturing and services and determine any two obstacles in implementing quality management in the following organizations:
 - (a) Health-Care facility
 - (b) University academic department
 - (c) Manufacturing facility
 - (d) Large Bank
2. Joseph Juran defined quality as “Fitness for Use”. Elaborate Juran’s philosophy of quality management. What is cost of quality? Explain the components of cost of quality.
3. Explain the methods adopted to measure customer satisfaction. What do you understand by the concept “Voice of the customer”?
4. Define Quality function deployment. Illustrate and explain in detail the steps involved in building the house of quality.
5. Define Leadership in quality management and explain briefly the customer perception of quality. What are the criteria involved in the Malcolm Baldrige National Quality Award?
6. Explain the sequential steps involved in ISO 9000 certification.