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BSMA–003

BACHELOR OF BUSINESS ADMINISTRATION (SERVICE MANAGEMENT) (BBASM)

Term-End Examination

June, 2025

BSMA-003 : ADVANCED IT SKILLS

Time : 2 Hours *Maximum Marks : 50*

Note : *Attempt all questions.*

1. Answer all the MCQs. Each question carries 1 mark. 10×1=10

   (i) ..... is analogous to spreadsheets.

   (a) Google forms

   (b) Google Docs

   (c) Google sheets

   (d) Google classrooms

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(ii) Which of the following Microsoft Excel keyboard shortcut is used to "insert hyperlink" in the worksheet ?

(a) Ctrl + K

(b) Ctrl + L

(c) Shift + K

(d) Shift + L

(iii) ..... is a human readable and machine-interpretable data format.

(a) CSV

(b) XML

(c) ODBC

(d) JSON

(iv) ..... area of the Pivot table calculates the data field placed on it.

(a) Row

(b) Column

(c) Filter

(d) Values

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(v) ..... is an Excel tool that allows the user to the desired result of a formula to find the possible necessary values required to achieve that result.

(a) Goal Seek

(b) What-If Analysis

(c) Scenario Manager

(d) Conditional formatting

(vi) ..... is the shortcut key to create array formula.

(a) Ctrl + Shift

(b) Ctrl + Alt

(c) Ctrl + Shift + Enter

(d) Alt + Shift + Enter

(vii) ..... chart is a horizontal representation of values on an axis, which suits best for visualizing the distribution of data items, especially when there are multiple categories.

(a) Column

(b) Line

(c) Bar

(d) Area

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(viii) Which of the following is not the argument of VLOOKUP function ?

(a) col_index num

(b) row_index num

(c) table_array

(d) range

(ix) ..... function counts the number of cells that are non-empty, that is, contain any data including number and text.

(a) COUNTA

(b) COUNT

(c) CONCAT

(d) RAND

(x) ..... function is used to calculate the periodic payment or instalment value of a loan.

(a) NPER

(b) PMT

(c) FV

(d) PV

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2. Write short notes on any *five* of the following in about **100** words each. Each note carries 2 marks : 5×2=10

   (a) Google tasks

   (b) ODBC

   (c) Pivot tables

   (d) Array formulas

   (e) Goal seek

   (f) Conditional formatting

3. Answer any *four* of the following questions in about **250** words each. Each question carries 5 marks : 4×5=20

   (a) Discuss the planning tools available in Google workspace suite.

   (b) List the various file formats from which Excel can extract data and convert in to tabular form. Also discuss any *one* of the file formats listed by you.

   (c) Describe the Anatomy of Pivot Table.

   (d) What are array constants ? Briefly discuss their utility. Give steps for naming the array constants.

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(e) Discuss the role of What-If Analysis in *two* variable scenario analysis with the help of a suitable example.

4. Answer any *one* question in **500** words. Each question carries 10 marks : 1×10=10

(a) What are Google form ? How can we use Google forms for publishing questionnaires and perform response analysis ? Discuss with the help of an example.

(b) Differentiate between regular Excel charts and Pivot charts ? How would you organize pivot tables to create meaningful pivot charts ? Do you think regular Excel charts support nesting ? If so, why ?

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