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# IV Semester B.B.A. Examination, May/June 2018 CBCS (2015-16 and Onwards) BUSINESS ADMINISTRATION Paper - 4.3 : Marketing Management

SECURION-C

Time: 3 Hours

Max. Marks: 70

Instruction: Answer should be written in English only.

# SECTION - A STATE OF THE STATE

clors influencing consumer behaviour

Answer any five questions. Each question carries 2 marks:

 $(5 \times 2 = 10)$ 

- 1. a) Define marketing.
  - b) What do you mean by marketing environment?
  - c) What do you mean by marketing mix ?
  - d) Define market segmentation.
  - e) Define CRM.
  - f) What is telemarketing?
  - g) What is personal selling?

#### SECTION - B

Answer any three of the following questions. Each question carries 6 marks: (3×6=18)

- Explain the goals of marketing.
- Write any six differences between micro and macro marketing environment.
- Briefly explain the objectives of pricing.
- What are the advantages of branding?
- Explain briefly the requisites of sound market segmentation.

# **Marketing Management Nfinal Question Paper**

**Arshad Iqbal** 

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