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Register Number:

DATE:

**ST. JOSEPH’S COLLEGE (AUTONOMOUS), BANGALORE-27**

**B.Com BPS – IV SEMESTER**

**SEMESTER EXAMINATION: APRIL 2018**

BPS 4316 : Retail Environment And Market Research

Time-2 ½ hrs Max Marks-70

**This paper contains 2 printed pages and four parts**

**SECTION A**

**Answer any Five (5) of the following (5 \* 2 Marks = 10 Marks)**

1. Differentiate between marketing and selling.
2. Expand CPG and explain.
3. What is Four level distribution channel.
4. Explain Market segmentation.
5. What is secondary research. Give example
6. What are the **4 ‘P’**s of Marketing Mix.
7. Explain retail audit.

**SECTION B**

**Answer any THREE questions (3 x 5 = 15 marks)**

1. Explain the functions of marketing.
2. Explain the classification of goods with example
3. Explain store based retailing.
4. “A market research **panel** is an essential part of any firm's strategy in order to produce the right product and service to the **consumers**.”

Why consumer panel is important? Explain.

1. Explain different promotion mix.

**SECTION C**

**Answer ANY THREE (3 x 10 = 30 marks)**

1. Explain Product life cycle with diagram.
2. Discuss the bases of market segmentation.
3. Explain the various sources for collecting data in market research.
4. ‘Most large corporations allocate large budgets to **consumer research** because they know how valuable the information gained from listening to **consumers** is’ – Discuss the statement
5. Explain the methods of pricing strategies.

**SECTION D (15 marks)**

**Compulsory question**

India's Refrigerator market estimated at Rs. 2750 Cr. is catered mainly by 10 brands. The annual capacity is estimated at around 4.15 million units is running head of demand of 1.5 millions. As there is a demand and a surplus supply, all the manufacturers are trying out for new strategies in the market. Times have changed and also the buying behaviour of the customer. Earlier it was cash and carry system. Now dealers play an important role in selling; now the systems is exchange for old “bring your old refrigerator and take a new one with many gifts”.

A new company by name Electrolux has entered the market which has acquired Allwyn, Kelvinator and Voltas brand. Researchers have revealed that urban and city sales are declining and hence all manufacturers are trying to concentrate on rural markets. Electrolux strategy is customisation of market, with special attention to the Northern and Southern India markets, while Godrej the main player thinks that dealer network in rural market for sales and service will be beneficial and is trying to give more emphasis on dealer network, whereas Whirlpool has adopted the strategy of increasing the dealer network by 30%.

The market shares of the major players are as follows:

Godrej 30%

Videocon 13%

Kelvinator 12%

Allwyn 10%

Voltas 5%

Whirlpool 27%

Daewoo 1%

L.G 1%

Others 1%

**Questions**

1. Could the refrigerator market be segmented on geographical base planned by Electrolux?
2. What would be the marketing mix for rural market?
3. Would 125 L and 150 L models be an ideal choice to launch in rural market?

END OF THE QUESTION PAPER