B.B.A. DEGREE EXAMINATION, APRIL 2025

First Semester

Shipping and Logistics Management

MANAGEMENT PROCESS

(2023 onwards)

Duration : 3 Hours   Maximum : 75 Marks

Part A   (10 × 1 = 10)

Answer **all** questions.

1. Which of the following is not a characteristic of a profession?

   (a) Specialized knowledge

   (b) Formal education training

   (c) Profit maximization as the primary goal

   (d) Ethical standards

2. Which aspect of public relations focuses on maintaining positive relationships with the community?

   (a) Investor relations

   (b) Internal communications

   (c) Corporate social responsibility

   (d) Crisis communication

3. Which of the following is a feature of management?

   (a) It is an art

   (b) It is an science

   (c) It is based on coordination among various resources

   (d) All of the above

4. Who is known for introducing the concept of "Management by Objectives" (MBO)?

   (a) Frederick Taylor

   (b) Henri Fayol

   (c) Peter Drucker

   (d) Elton Mayo

5. Which of the following statement about planning is correct?

   (a) Planning does not involve control of activities

   (b) Planning does not identify alternatives

   (c) Planning does not result into selection of correct alternative

   (d) Planning does not set goals

6. Which of the following is NOT a step in the decision-making process?

   (a) Identifying the problem

   (b) Brainstorming solutions

   (c) Implementing the decision

   (d) Evaluating employee performance

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7. Which one of the following is also known as military organization?

   (a) Line organisation

   (b) Functional organization

   (c) Line and staff organization

   (d) None of the above

8. Recruitment through job portals and websites is an example of _____.

   (a) Internal recruitment

   (b) External recruitment

   (c) Formal recruitment

   (d) Informal recruitment

9. Motivation is essential in directing because it _____.

   (a) Increases employee absenteeism

   (b) Decreases employee productivity

   (c) Encourages employees to exert effort towards achieving goals

   (d) Leads to micromanagement

10. Which modern trend emphasizes the importance of agility and flexibility in responding to market changes?

    (a) Command and control structures

    (b) Bureaucratic management practices

    (c) Lean management principles

    (d) Hierarchical decision-making

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Part B (5 × 5 = 25)

Answer **all** questions, choosing either (a) or (b).

11. (a) State the meaning of organization. Describe the importance of organizational structure in the management process.

Or

(b) Discuss the challenges faced by a sole trader during the developmental stage of the business.

12. (a) Analyze the role of leadership style in management functions.

Or

(b) Discuss Peter Druckers' concept of "Management by Objectives (MBO)".

13. (a) Explain the concept of risk and uncertainty in Decision-making.

Or

(b) Discuss the importance of setting clear objectives as the first step in the planning process.

14. (a) Explain the concept of decentralization and its relationship to span of control.

Or

(b) Discuss the steps involved in the delegation process.

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15. (a) Discuss the advantages of budgetary controls.

Or

(b) Analyze strategies for enhancing coordination in the management process.

Part C (5 × 8 = 40)

Answer **all** questions, choosing either (a) or (b).

16. (a) Compare and contrast sole proprietorships and partnerships as forms of business organization.

Or

(b) What is a Public Enterprise? Explain its merits and drawbacks as a form of business organization.

17. (a) Examine the nature and scope of management process.

Or

(b) Describe the functions of management.

18. (a) Elaborate the various types of planning.

Or

(b) Discuss the steps in the process of decision making.

19. (a) Explain the various principles of delegation of authority.

Or

(b) Give a detailed note on the different sources of recruitment.

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20. (a) Describe the control process.

Or

(b) Bring out any five modern trends in management.

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B.B.A. DEGREE EXAMINATION, APRIL 2025

First Semester

Shipping and Logistics Management

FINANCIAL ACCOUNTING

(2023 onwards)

Duration : 3 Hours   Maximum : 75 Marks

Part A   (10 × 1 = 10)

Answer **all** questions.

1. Book-keeping is mainly concerned with _____.

    (a) Interpreting the data for internal and external end users

    (b) Designing systems in recording, classifying, summarizing the recorded data

    (c) Recording of financial data relating to business operations

    (d) All of the above

2. The rent paid to the landlord is debited to _____ account.

    (a) Landlord   (b) Rent

    (c) Cash   (d) Office expenses

3.   An amount of Rs. 538 paid to Paul debited to Rama would affect _____.

   (a)   Paul a/c

   (b)   Ramola a/c

   (c)   Paul a/c and Rama a/c

   (d)   Cash a/c

4.   A bank reconciliation statement is prepared by _____.

   (a)   Banker   (b)   The firm

   (c)   Creditors   (d)   Debtors

5.   Heavy advertising to launch new product is _____ expenditure.

   (a)   Revenue   (b)   Capital

   (c)   Deferred revenue (d)   Depreciation

6.   Unearned income account is _____.

   (a)   Income   (b)   Expenses

   (c)   Liability   (d)   Asset

7.   Income and expenditure account reveals _____.

   (a)   Cash in hand   (b)   Surplus

   (c)   Deficiency   (d)   Surplus or deficiency

8.   Depreciation is a process of _____.

   (a)   Valuation

   (b)   Allocation

   (c)   Both valuation and allocation

   (d)   Loss

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9. Single entry system can be adopted by _____.

   (a) Small firms

   (b) Joint stock companies

   (c) Co-operative societies

   (d) Private companies

10. When Cost of goods sold is Rs. 4,00,000; Opening stock Rs. 50,000; Closing stock Rs. 60,000. Purchase is Rs. _____?

    (a) 4,10,000   (b) 4,00,000

    (c) 3,90,000   (d) 5,10,000

Part B   (5 × 5 = 25)

Answer **all** questions choosing either (a) or (b).

11. (a) What is ledger? Give its specimen.

Or

   (b) Journalize the following transactions in the books of Murugesh :

April 1st, 2021	Commenced business with Cash Rs. 50,000
April 5th, 2021	Purchased goods from Nagesh for cash Rs. 10,000
April 12th, 2021	Sold goods to Jamal Rs. 19,500
April 18th, 2021	Rent paid Rs. 5,000
April 23rd, 2021	Jamal settled his account with Rs. 19,000

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12. (a) Prepare the Trial Balance for the following :

	Rs.		Rs.
Capital	2,40,000	Cash	1,66,2000
Purchases	1,68,000	Discount allowed	1,800
Sales	1,46,000	Discount received	1,200
Furniture	24,000	Depreciation	7,200
Rent	12,000	Salary	6,000
Drawings	5,000	Bank loan	3,000

Or

(b) Rectify the following errors.

(i) Bills receivable book is under cast by Rs. 420.

(ii) Sales book has been over cast by Rs. 400.

(iii) Purchase return book has been under cast by Rs. 725.

(iv) Sales return book has been under cast by Rs. 235.

(v) Returns outward book has been over cast by Rs. 159.

13. (a) Why do we prepare manufacturing account?

Or

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(b) The Trading account of Rose reveals gross profit of Rs. 2,500 for the year ending 31st March 2022. You are required to prepare Profit or Loss Account for the above period from the balances given below :

	Rs.		Rs.
Salaries	1,400	Discount allowed	470
Interest on drawings	210	Apprentice premium	1,500
Packing expenses	540	Printing charges	195
Profit on sale of van	3,500	Interest on capital	1,500
Interest received	2,000	Trade expenses	1,350

14. (a) Find out the amount of rent to be debited to Income and Expenditure account for 2022 from the details given below :

	Rs.
Payments made for rent during 2022	24,000
Outstanding rent as on 31.12.2021	1,000
Outstanding ret as on 31.12.2022	1,600
Prepaid rent as on 31.12.2021	600
Prepaid rent as on 31.12.2022	800

Or

(b) X purchased a second hand machinery on 1st February 2016 for Rs. 50,000; paid Rs. 11,000 for its overhauling and Rs. 5,000 for its installation which was completed by 31st March 201 6. The company provides depreciation on its machinery at 15% per annum WDV method from the date it is put to use and closes its books on 31st December every year. Prepare machinery account for 3 year.

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15. (a) From the following particulars find out net credit purchases :

	Rs.
Opening balance of sundry creditors	40,000
Payment by cheques	2,35,000
Payment by bills payable	25,000
Payment in cash	5,000
Discount received	2,500
Purchase returns	5,000
Closing balance of sundry creditors	47,500

Or

(b) Mohan, a retail merchant commenced business with a capital of Rs. 12,000 on 1.1.2014. Subsequently on 1.5.2014 he invested further capital of Rs. 5,000. During the year, he has withdrawn Rs. 2,000 for his personal use. On 31.12.2014 his assets and liabilities were as follows :

Cash at bank Rs. 3,000; Debtors Rs. 4,000; Stock Rs. 16,000; Furniture Rs. 2,000; Creditors Rs. 5,000.

Calculate the profit or loss made during the year 2014.

Part C (5 × 8 = 40)

Answer **all** questions choosing either (a) or (b).

16. (a) Explain the Accounting Concepts.

Or

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(b) Enter the following transactions in the Sales Book and Purchases Book.

		Rs.
1st March 2020	Goods purchased from Kaveri	2,500
5th March 2020	Sale of goods to Ganga	1,500
9th March 2020	Bought goods from Narmadhal	1,200
14th March 2020	Sold goods to Bhavani	150
20th March 2020	Sale of goods to us by Yamuna	2,300
25th March 2020	Bought goods from Ponni	450
28th March 2020	Goods purchased from us by Sindhu	300
30th March 2020	Goods sold to Amaravathi	650

17. (a) From the following particulars ascertain the Bank Balance as would appear in the Pass Book as on 31st December 2018 :

   (i) The credit balance as per Cash Book on 31st December, 2018 was Rs. 12,000.

   (ii) Interest on overdraft six month ending 31st December, 2018 amounting to Rs. 400 is debited in the pass book.

   (iii) Bank charges for the above period also debited in the pass book which amounted to Rs. 100.

   (iv) Cheque issued but not presented for payment before 31st December. 2018 amounted to Rs. 3,000.

   (v) Cheque paid into bank, but not cleared and credited before 31st December, 2018 were Rs. 5,000.

   (vi) Interest on Government securities collected by the bank and credited in the pass book amounted to Rs. 3,600.

Or

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(b)   Rectify the following errors :

    (i)   Goods purchased from Madhu wrongly recorded in sales book Rs. 4,500.

    (ii)   Salary paid to Ramesh, accountant, wrongly debited to his personal account Rs. 8,400.

    (iii)   Wages paid for installation of machinery Rs. 2,400 were debited to wages account.

    (iv)   Rent paid Rs. 750 wrongly debited to postage account.

18.   (a)   Discuss about any four adjustments in the preparation of final accounts.

Or

(b)   From the following Trial Balance of Muthu, Prepare Trading, Profit and Loss account and Balance Sheet as on 31st March 2021.

Debit Balances	Rs.	Credit Balances	Rs.
Drawings	3,710	Capital	21,318
Rates	376	Discount received	1,526
Bank balance	3,748	Creditors	4,858
General expenses	2,676	Sales	41,566
Furniture	384		
Discount allowed	1,648		
Debtors	10,890		
Wages	2,454		
Bad debts	450		
Carriage inward	956		
Purchases	25,466		
Opening stock	8,346		
Plant and Machinery	2,664		
Land and Building	5,500		
	69,268		69,268

The value of closing stock on 31st March 2021 was estimated at Rs. 8,840.

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19. (a) List out the steps in preparation of Income and Expenditure account.

Or

(b) On 1ˢᵗ January, 2013, machinery was purchased by X for Rs. 50,000. On 1ˢᵗ July, 2014 additions were made to the extent of Rs. 10,000. On 1ˢᵗ April, 2015, further additions were made to the extent of Rs. 6,400. On 30ᵗʰ June, 2016 machinery, the original value of which was Rs. 8,000 on 1ˢᵗ January 2013 was sold for Rs. 6,000. X closes his books on 31ˢᵗ December each year. Show the Machinery account for the years from 2013 to 2016 in the books of X if depreciation is charged at 10% on original cost method.

20. (a) The following is the Receipts and Payments account of Kandan Recreation Club for the year ended 31ˢᵗ March 2012.

Receipts	Rs.		Payments	Rs.
To Balance b/d		7,000	By Salaries	28,000
To Subscription			By General expenses	6,000
2010-2011	5,000		By Electricity	4,000
2011-2012	20,000		By Books purchased	10,000
2012-2013	4,000	29,000	By Periodical purchased	8,000
To Rent for use of conference room		14,000	By Loan repaid	20,000
To Receipt from entertainment facilities		28,000	By Balance c/d	4,000
To Sale of old magazines	2,000			
		80,000		80,000

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Additional information :

(i) The club has 50 members, each paying Rs. 500 p.a. as subscription.

(ii) Subscription outstanding on 31.3.2012 Rs. 6,000.

(iii) Salaries outstanding Rs. 2,000. Salaries paid includes Rs. 6,000 for 2010-2011.

(iv) On 1.4.2011, the clubs properties were: Building Rs. 2,00,000; Furniture Rs. 20,000 and Books Rs. 20,000.

(v) Provide 10% depreciation on building and furniture.

Prepare Income and Expenditure account for the year ending 31st March, 2012.

Or

(b) Ramesh keeps his books on single entry basis. Prepare a statement of affairs as on 31.10.2012 and a statement of profit or loss for the period ending 31.10.2012.

	1.11.2011 Rs.	31.10.2012 Rs.
Bank balance	1,1 20 (cr.)	700 (dr.)
Cash on hand	20	100
Debtors	9,000	7,200
Stock	5,200	5,800
Plant	8,000	8,000
Furniture	2,000	2,000

Ramesh had withdrawn Rs. 4,000 during the year and had introduced fresh capital of Rs. 8,400 on 1.7.2012. A provision of 5% on debtors is necessary. Write off depreciation on plant at 10% and furniture at 15%. Interest on capital is to be allowed at 5%.

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B.B.A. DEGREE EXAMINATION, APRIL 2025

First Semester

Shipping and Logistics Management

MATHEMATICS FOR MANAGEMENT — I

(2023 onwards)

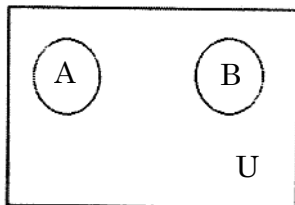Duration : 3 Hours   Maximum : 75 Marks

Part A $(10 \times 1 = 10)$

Answer **all** the questions.

1. What is the result of the intersection of sets $A=\{1,2,3,4\}$ and $B=\{3,4,5,6\}$

    (a) $\{1,2\}$ (b) $\{3,4\}$

    (c) $\{3,4,5,6\}$ (d) $\{5,6\}$

2. Which of the following statement is correct

    (a) A is subset of B

    (b) B is subset of A

    (c) U is subset of A and B

    (d) A and B are subsets of U

3. What is the common ratio in a geometric progression (GP)?

   (a) The difference between any two consecutive terms consecutive terms

   (b) The product of the first two terms

   (c) The sum of all terms

   (d) The ratio between any two consecutive terms

4. Which type of interest accumulates on the initial principal amount only, without considering any interest earned?

   (a) Compound interest

   (b) Simple interest

   (c) Accrued interest

   (d) Variable interest

5. What is the scope of statistics?

   (a) Analysis of numerical data only

   (b) Limited to business applications

   (c) Involves collection, organization, analysis and interpretation of data

   (d) Restricted to graphical representation of data

6. Which method is used for the presentation of data in a graphical form

   (a) Textual description

   (b) Tabular presentation

   (c) Diagrammatic representation

   (d) Mathematical equations

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7. What is the measure of central tendency that is most influenced by extreme values in a dataset?

(a) Arithmetic mean

(b) Median

(c) Mode

(d) Geometric mean

8. Which statistical method is used to measure the strength and direction of the linear relationship between two variables?

(a) Skewness

(b) Scatter diagram

(c) Karl Pearson's coefficient of correlation

(d) Regression lines

9. Which method is commonly used to measure trend in time series analysis?

(a) Moving averages

(b) Linear regression

(c) Seasonal adjustment

(d) Exponential smoothing

10. What type of index assigns equal importance to each item in the dataset?

(a) Weighted index   (b) Unweighted index

(c) Seasonal index   (d) Moving index

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Part B　　　　　　　　$(5 \times 5 = 25)$

Answer **all** questions, choosing either (a) or (b).

11. (a) In a class of 40 students, 20 have chosen Mathematics, 15 have chosen mathematics but not biology. If every student has chosen either mathematics or biology or both, find the number of students who chose both mathematics and biology and the number of students chose biology but not mathematics.

Or

(b) Find the inverse of a matrix $A = \begin{bmatrix} 1 & -2 \\ 2 & -3 \end{bmatrix}$.

12. (a) Find the rate of simple interest per annum at which a sum of money doubles itself in $16\,2/3$ years.

Or

(b) 'x' and 'y' are two numbers whose AM is 25 and GM is 7. Find the numbers.

13. (a) Discuss the different types of statistical inquiries and methods employed in each.

Or

(b) Explain the importance of diagrammatic and graphical methods in the presentation of data.

14. (a) Identify the mode for the following data set:

21, 19, 62, 21, 66, 28, 66, 48, 79, 59, 28, 62, 63, 63, 48, 66, 59, 66, 94, 79, 19, 94.

Or

(b) $P(X)$ is the probability density, with X being a discrete random variable. Find the standard deviation of x.

X	1	2	3
$P(X)$	0.3	0.6	0.1

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15. (a) Construct index numbers by (aggregative method) based on the price of 2011 from the following figures:

Items	A	B	C	D	E	F
Prices (2011)	200	60	350	100	60	80
Prices (2019)	240	90	600	110	62	90

Or

(b) What do you mean by trend? Explain its types.

Part C $(5 \times 8 = 40)$

Answer **all** questions, choosing either (a) or (b).

16. (a) Let $A=\{a,b, d,e,\}$, $B=\{b,c, e,f\}$ and $C=\{d,e,f,g\}$

(i)   Verify $A \cap (B \cup C) = (A \cap B) \cup (A \cap C)$

(ii) Verify $A \cup (B \cap C) = (A \cup B) \cap (A \cup C)$.

Or

(b) Prove that for the matrices A and B, $(A+B)^2 \neq A^2 + 2AB + B^2$ where $A = \begin{bmatrix} 1 & 0 \\ 2 & 3 \end{bmatrix}$ and $B = \begin{bmatrix} 1 & 1 \\ -1 & 2 \end{bmatrix}$.

17. (a) If principal = Rs 1,00,000. rate of interest = 10% compounded half-yearly. Find

(i)   Interest for 6 months.

(ii) Amount after 6 months.

(iii) Interest for the next 6 months.

(iv) Amount after one year.

Or

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(b) The population of a town decreased every year due to migration, poverty and unemployment. The present population of the town is 6,31,680. Last year the migration was 4%, and the year before last, it was 6%. What was the population two years ago?

18. (a) Explain the concept of sampling in statistical analysis. Discuss different sampling techniques with examples.

Or

(b) Compare and contrast descriptive and inferential statistics.

19. (a) Find the mean for the following distribution.

x_i	15	21	27	30	35
f_i	3	5	6	7	8

Or

(b) Determine the variance and standard deviation of the random variable X with the following probability distribution:

X	0	1	2	3
$P(X=x)$	01-Aug	03-Aug	03- Aug	01- Aug

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20. (a) The following table contains information from the raw material purchase records of a small factory to the year 2011-12 and 2019-20:

Commodity	2011-12		2019-20	
	Price $(â,^1/unit)P_0$	Total value q_0	Price $(â,^1/unit)$	Total value q_1
A	5	50	6	72
B	7	84	10	80
C	10	80	12	96
D	4	20	5	30
E	8	56	8	64

Calculate Fisher's ideal index number.

Or

(b) Explain the merits and limitations of index numbers.

_____

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B.B.A. DEGREE EXAMINATION, APRIL 2025

Second Semester

Shipping and Logistics Management

FINANCIAL MANAGEMENT

(2023 onwards)

Duration : 3 Hours   Maximum : 75 Marks

Section A   (10 × 1 = 10)

Answer **all** questions.

1.   Which of the following is a source of fund?

   (a)   Issue of share of capital for cash

   (b)   Issue of bonus shares

   (c)   Issue of shares for consideration other than cash

   (d)   None of these

2.   Trade credit is a source of

   (a)   Long term finance

   (b)   Medium-term finance

   (c)   Short-term finance

   (d)   None of these

3. Cost of capital means

   (a) The minimum rate of return that a firm must earn
       on its investments

   (b) The present value of a past investment

   (c) The expected cash inflows

   (d) The expected cash outflow

4. Cost of each component of capital is termed as

   (a) Specific cost   (b) Weighted cost

   (c) Marginal cost   (d) Average Cost

5. The term of capital Structure denotes

   (a) Total of liability side of balance sheet

   (b) Equity funds, preference capital and long term Debt

   (c) Total Shareholders' Equity

   (d) Types of capital issued by a company

6. MM Model of dividend irrelevance uses arbitrage
   between

   (a) Dividend and Bonus

   (b) Profit and investment

   (c) Dividend and capital Issue

   (d) None of the above

7. The excess of current asset over current liabilities is
   termed as

   (a) Fixed Capital   (b) Working Capital

   (c) Capital   (d) None of these

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8.   Gross working capital means

     (a)   Total current assets

     (b)   Excess of current assets

     (c)   Excess of current asset over current liabilities

     (d)   None of these

9.   Capital Budgeting is a part of:

     (a)   Investment Decision

     (b)   Working capital Management

     (c)   Marketing Management

     (d)   Capital Structure

10.   Capital Budgeting Deals with

     (a)   Long-term Decision

     (b)   Short term Decision

     (c)   Both (a) and (b)

     (d)   Neither (a) nor (b)

Section B $(5 \times 5 = 25)$

     Answer **all** questions choosing either (a) or (b).

11.   (a)   Explain the objectives of financial management.

                    Or

     (b)   State the advantages and disadvantages of equity shares.

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12. (a) Explain the concept of cost of capital.

Or

(b) From the following data calculate all the three leverages :

Sales 1,00,000 units at Rs. 2 per unit

Variable cost per unit @ Re 0.70

Fixed cost Rs. 1, 00,000

Interest charges Rs. 3,600

13. (a) Explain the importance of capital Structure.

Or

(b) What is stable dividend policy? Why should it be followed?

14. (a) Explain the concept of working capital.

Or

(b) Explain the objectives of Receivables Management.

15. (a) Explain the important steps in the capital budgeting process.

Or

(b) How is the average rate of return on an investment determined?

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Answer **all** the questions choosing either (a) or (b).

16. (a) State the Distinguish between profit maximization and wealth maximization.

Or

(b) Illustrate the functions of the financial Management.

17. (a) What is cost of debt? Explain various methods of computing cost of debt capital.

Or

(b) From the following capital structure of a company, calculate the overall cost of capital, using

(i) Book value weights and

(ii) Market value weights.

Source	Book value Rs.	Market value Rs.
Equity share capital (Rs. 10 shares)	45,000	90,000
Retained Earnings	15,000	–
Preference share capital	10,000	10,000
Debentures	30,000	30,000

The after-tax cost of different sources of finance is as follows :

Equity Share Capital: 14%; Retained Earnings: 13%

Preference share capital: 10%, Debentures: 5%

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18. (a) Critically examine the assumptions underlining the irrelevance hypothesis of Modigliani and miller regarding dividend distribution.

Or

(b) Explain the factors should be considered in determining the capital structure of a company.

19. (a) Enumerate the various costs of receivables.

Or

(b) Briefly explain the factors that determine the cash needs of a firm.

20. (a) Explain the important steps in the capital budgeting process.

Or

(b) Explain the factors affecting capital investment decision.

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B.B.A. DEGREE EXAMINATION, APRIL 2025

Second Semester

Shipping and Logistics Management

ECONOMIC FOR EXECUTIVES

(2023 onwards)

Duration : 3 Hours   Maximum : 75 Marks

Part A   (10 × 1 = 10)

Answer **all** questions.

1. Who is the father of Economics
   (a) Alfred Marshall   (b) Adam Smith
   (c) Lionel Robbins   (d) Samuelson

2. Law of demand shows relationship between price and quantity demanded
   (a) Positive   (b) Negative
   (c) Direct   (d) None of the above

3. Consumer surplus is
   (a) Potential price - actual price
   (b) $MV_n = TV_n – TV_{n–1}$
   (c) Demand = supply
   (d) None

4. The average income of the people of a country in a particular year is
   (a) Net national product
   (b) National income
   (c) Per capita income
   (d) Personal income

5. Is absence of competition
   (a) Monopolistic   (b) Monopoly
   (c) Oligopoly   (d) Duopoly

6. Extension and contraction of demand for a good occurs as a result of
   (a) Change in the quality of good
   (b) Change in the price of a good
   (c) Availability of cheaper substitutes
   (d) Increases in Income

7. The law which studies the direct relationship between price and quantity supplied of a commodity is
   (a) Law of demand
   (b) Law of variable Proportion
   (c) Law of supply
   (d) None of the above

8. When price rises, quantity supplied
   (a) Expands   (b) Falls
   (c) Increases   (d) Unchanged

9. The process of capital formation includes,
   (a) Capital of savings
   (b) Mobilization of savings
   (c) Investment of savings
   (d) All of the above

10. When the output produced is maximum for the given level of input the firms achieve
    (a) Maximum profit
    (b) Technical efficiency
    (c) Economic efficiency
    (d) None of these

2

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Part B $(5 \times 5 = 25)$

Answer **all** questions choosing either (a) or (b)

11. (a) What are the objectives of Business Firm?

Or

(b) Explain the objective of elasticity of demand.

12. (a) What are the functions of Production? Explain.

Or

(b) What is break even analysis in economics? Explain.

13. (a) Explain the scope of market structure with examples.

Or

(b) Why is the oligopoly important in India? Explain.

14. (a) Explain the Liquidity theory of money demand.

Or

(b) Explain the different types of profit in managerial economics.

15. (a) What are the pricing strategies in monopolistic market? Explain.

Or

(b) Differentiate between Monopolistic and Restrictive Trade Practices (MRTP) Act 1969 and Competition Act 2002.

3 **C–4728**

Part C (5 × 8 = 40)

Answer **all** the questions choosing either (a) or (b)

16. (a) Describe the profit-maximizing rule in economics.

Or

(b) Elaborate the features of Demand Analysis.

17. (a) Briefly explain the advantages and disadvantages of the law of variable proportions.

Or

(b) Elaborate the assumptions of Cost and revenue Curves in economics.

18. (a) How do firms benefit from price discrimination? Explain.

Or

(b) Briefly explain the main scope of an oligopoly.

19. (a) Briefly explain the different types of pricing in economics.

Or

(b) Briefly explain the impact of certainty theory in the business firm.

20. (a) Describe the government actions can lead to the creation of a monopoly in Indian economy.

Or

(b) Briefly explain the limitations of Monopolistic and Restrictive Trade Practices Act. (MRTP)

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4

Part A (10 × 1 = 10)

Answer **all** questions.

1. If there is no non-negative replacement ratio in solving a linear programming problem, then the solution is _____.

    (a) feasible   (b) bounded

    (c) unbounded   (d) infinite

2. The calling population is considered to be infinite when

    (a) all customers arrive at once

    (b) capacity of the system is infinite

    (c) service rate is faster than arrival rate

    (d) arrivals are independent of each other

3. In marking assignments, which of the following should be preferred?

    (a) only row having single zero

    (b) only column having single zero

    (c) only row/column having single zero

    (d) column having more than one zero

4. If the order quantity(size of order) is increased,

   (a) holding costs decrease and ordering costs increase

   (b) holding costs increase and ordering costs decrease

   (c) The total costs increase and then decrease

   (d) storage cost as well as stock out cost increase

5. ————— is a mathematical technique used to solve the problem of allocating limited resource among the competing activities.

   (a) linear programming problem

   (b) assignment problem

   (c) replacement problem

   (d) Non-linear programming problem

6. A mixed strategy can be solved by

   (a) simplex method   (b) Hungarian method

   (c) Graphical method (d) Degeneracy

7. The activity cost corresponding to the crash time is called

   (a) Critical time   (b) Normal time

   (c) Cost slope   (d) Crash cost

8. A set of feasible solution to a linear programming problem is

   (a) convex   (b) polygon

   (c) Triangle   (d) bold

9. In an linear programming problem functions to be maximized or minimized are called

   (a) constraints   (b) objective function

   (c) basic solution   (d) feasible solution

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10. If the primal problem has n constraints and m variables then the number of constraints in the dual problem is _____.

(a) mn (b) m+n

(c) m–n (d) m/n

Part B (5 × 5 = 25)

Answer **all** questions.

11. (a) Discuss the historical development of operations research.

Or

(b) Explain the limitations of Operations research.

12. (a) Write a short note on balanced transportation problem

Or

(b) Write a procedure for Northwest corner cell method.

13. (a) What do you understand by Graphical solution?

Or

(b) Write the fundamentals of queuing theory.

14. (a) Write the scope of CPM.

Or

(b) What do you understand by crash programme?

15. (a) Discuss briefly about PERT.

Or

(b) Write the probability of completion of project.

3 **C–4729**

Part C (5 × 8 = 40)

Answer **all** questions.

16. (a) Elaborate the role of computers in Operation research.

Or

(b) Explain the terminologies of linear programming model.

17. (a) Write the procedure of least cost cell method and u-v method.

Or

(b) Discuss the practical applications of assignment problem.

18. (a) How do you solving game by dominance property?

Or

(b) Discuss the replacement of equipment that detoriates gradually.

19. (a) Discuss the construction of network for projects.

Or

(b) Describe in detail about types of floats.

20. (a) Write in detail about time scale analysis.

Or

(b) Discuss the advantages and limitations of PERT.

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B.B.A. DEGREE EXAMINATION, APRIL 2025

Third Semester

Shipping and Logistics Management

FUNDAMENTALS OF LOGISTICS

(2023 onwards)

Duration : 3 Hours   Maximum : 75 Marks

Part A   (10 × 1 = 10)

Answer **all** questions.

1.   What is the key element of customer service in logistics?
     (a)   Speed   (b)   Cost
     (c)   Reliability   (d)   Flexibility

2.   Which of the following is a phase in customer service?
     (a)   Customer feedback
     (b)   Customer satisfaction
     (c)   Customer acquisition
     (d)   All of the above

3.   What is the benefit of logistics outsourcing?
     (a)   Cost savings
     (b)   Access to expertise
     (c)   Improved efficiency
     (d)   All of the above

4.   Which of the following is a reason for carrying inventory?
     (a)   To increase demand
     (b)   To ensure production continuity
     (c)   To reduce costs
     (d)   To enhance customer service

5. What is a key factor in warehouse site selection?
   (a) Proximity to customers
   (b) Cost of land
   (c) Transportation access
   (d) All of the above

6. What does LASH transportation involve?
   (a) Shipping goods in large containers
   (b) Transporting goods by air
   (c) Moving lighter barges onto ships
   (d) None of the above

7. What is the purpose of unitization in packaging?
   (a) To reduce packaging costs
   (b) To protect products
   (c) To streamline handling and transport
   (d) To enhance product visibility

8. Which of the following is a mode of transportation in global logistics?
   (a) Ocean freight
   (b) Space freight
   (c) Underground freight
   (d) None of the above

9. Which of the following is a component of logistics information systems (LIS)?
   (a) Data collection
   (b) Data processing
   (c) Data dissemination
   (d) All of the above

10. What is a key strategic issue in global logistics?
    (a) Local regulations (b) Currency exchange
    (c) Tariffs and duties (d) All of the above

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Part B $(5 \times 5 = 25)$

Answer **all** questions choosing either (a) or (b)

11. (a) Discuss the importance of logistics in the economy.

Or

(b) Explain the role of logistics in an organization.

12. (a) What are the benefits of procurement outsourcing?

Or

(b) Discuss the challenges in logistics outsourcing.

13. (a) Define inventory and explain its role in supply chain management.

Or

(b) What are the different types of inventory control techniques?

14. (a) Explain the functions of warehousing.

Or

(b) What factors should be considered while initiating warehouse operations?

15. (a) Discuss the factors influencing packaging material selection.

Or

(b) Explain the concept of designing a package in logistics.

3

C–4730

Part C (5 × 8 = 40)

Answer **all** questions, choosing either (a) or (b)

16. (a) Describe the objectives and functions of logistics in customer service.

Or

(b) What are the elements and phases of customer service in logistics?

17. (a) Explain the role and importance of inventory in supply chain management.

Or

(b) Discuss the reasons for carrying inventories and their impact on logistics.

18. (a) What are the objectives of materials management?

Or

(b) Describe the different types of material handling equipment used in logistics.

19. (a) Discuss the strategic issues in organizing for global logistics.

Or

(b) Explain the forces driving globalization in logistics.

20. (a) What is the need for integration in logistics? Discuss the role of 3PL and 4PL in integrated logistics.

Or

(b) Explain the functions and principles of logistics information systems (LIS) and their role in logistics performance.

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	84734

B.B.A. DEGREE EXAMINATION, APRIL 2025

Third Semester

Shipping and Logistics Management

INTRODUCTION TO SHIPPING

(2023 onwards)

Duration : 3 Hours   Maximum : 75 Marks

Part A   (10 × 1 = 10)

Answer **all** questions.

1. What is the primary function of a bill of lading in shipping?

    (a) To provide insurance coverage for cargo

    (b) To serve as a receipt for goods shipped

    (c) To specify the terms of payment for freight

    (d) To certify the quality of goods being shipped

2. Which of the following shipping terms indicates that the seller is responsible for delivering the goods to the buyers doorstep?

    (a) FOB   (b) CIF

    (c) DDP   (d) EXW

3. What is the purpose of a container seal in shipping?

    (a) To secure payment of goods shipped

    (b) To verify the contents of a container

    (c) To prevent tampering or theft of cargo

    (d) To indicate the weight of the container

4. What is the definition of shipping?

(a) The process of transporting goods by air

(b) The process of transporting goods by land

(c) The process of transporting goods by sea

(d) The process of storing goods in a warehouse

5. Which of the following is a type of shipping vessel?

(a) air craft   (b) truck

(c) container ship   (d) Train

6. Which is the term for the company or person responsible for transporting goods?

(a) Shipper   (b) Carrier

(c) Freight forwarder (d) Broker

7. What is the document used to detail the contents of a shipment?

(a) Bill of lading   (b) Packing list

(c) Invoice   (d) Receipt

8. Which of the following is a common shipping term?

(a) FOB   (b) CIO

(c) CFO   (d) CEO

9. What is the first step in the shipping process?

(a) Packing and labelling

(b) Loading and transporting

(c) Receiving and inspecting

(d) Order receipt and processing

10. Which of the following is a key document used in the shipping process?

    (a) Bill of sale

    (b) Certificate of origin

    (c) Commercial invoice

    (d) All the above

Part B $(5 \times 5 = 25)$

Answer **all** questions, choosing either (a) or (b).

11. (a) What are the advantages of sea transport?

    Or

    (b) Why do you operate ships?

12. (a) Discuss about the tonnage of the ship.

    Or

    (b) Explain about chartering.

13. (a) What do you understand about liners?

    Or

    (b) Explain the concept of containerization.

14. (a) What are the practitioners in shipping business?

    Or

    (b) Explain about the ports.

15. (a) Discuss about the benefits of accounting.

    Or

    (b) What do you understand by breach of warranty of authority?

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Part C $(5 \times 8 = 40)$

Answer **all** questions, choosing either (a) or (b).

16. (a) Discuss in detail about different shipping markets.

    Or

    (b) Explain in detail about the classification of ships.

17. (a) Explain the concept of load lines of ship.

    Or

    (b) Discuss briefly about negotiations of chartering.

18. (a) Describe the development of tanker.

    Or

    (b) Discuss the terms and conditions of bill of lading.

19. (a) Explain in detail about the institute of chartered ship brokers.

    Or

    (b) Discuss briefly about management of ships.

20. (a) Explain about the different types of companies.

    Or

    (b) Discuss the contracts relating to the carriage of goods by sea.

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B.B.A. DEGREE EXAMINATION, APRIL 2025

Third Semester

Shipping and Logistics Management

MARKETING MANAGEMENT

(2023 onwards)

Duration : 3 Hours　　　　　　　Maximum : 75 Marks

Part A　　　　　　$(10 \times 1 = 10)$

Answer **all** questions.

1. In today's time marketing must be understood and developed as?

    (a) Getting the first mover's advantage

    (b) Creating value for the customers

    (c) Pushing for higher sales and profits

    (d) Creating innovative products

2. Marketing is a ————— function of transferring goods from producers to consumers.

    (a) Systematic　　　(b) Economic

    (c) Managerial　　　(d) Commercial

3. Which of the following is not a promotion mix?

    (a) Forecasting.　　(b) Sales promotion.

    (c) Personal selling　(d) Advertising

4. At which stage of the product cycle is the profit zero or negative?

   (a) Introduction stage (b) Maturity stage

   (c) Growth stage (d) Decline stage

5. Which one of the following is not one of the Ps of marketing?

   (a) Place (b) Product

   (c) Production (d) Price

6. Which among the following is a Pull Strategy?

   (a) Trade promotion

   (b) Consumer Promotion

   (c) Sales Force Promotion

   (d) None of these

7. Searching and identifying potential buyers for a product is ————

   (a) Selling (b) Compelling

   (c) Canvasing (d) Prospecting

8. Marketing and selling are ————.

   (a) Same (b) Different

   (c) Almost same (d) Fully varies

9. Department stores generally serves ———— class.

   (a) poor (b) middle class

   (c) rich (d) very poor

10. Premium pricing is also termed as ————.

    (a) High pricing (b) Medium

    (c) Low (d) Moderate pricing

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Part B (5 × 5 = 25)

Answer **all** questions, choosing either (a) or (b)

11. (a) Describe the main objectives of marketing management.

Or

(b) Explain the various environmental factor that affect a firm's marketing strategy.

12. (a) Describe the significance of channel selection.

Or

(b) What do you mean by motivation? How does it influence buyer behavior?

13. (a) Explain the different types of product line strategies.

Or

(b) Define packing. State the significance of packing for a product.

14. (a) Explain the risks involved in the management of physical distribution.

Or

(b) Enumerate the factors considered in the pricing of a new product.

15. (a) What do you mean by brand image? List out the merits of brand image.

Or

(b) Explain the significance of positioning and leveraging the brand.

3 **C–4732**

Part C   (5 × 8 = 40)

Answer **all** questions. Choosing either (a) or (b).

16. (a) Define marketing. Explain the important functions of marketing.

Or

    (b) "Marketing begins and ends with the consumer."- Discuss.

17. (a) Explain the factors influencing the buying behaviour of consumers.

Or

    (b) Explain the benefits and approaches to market segmentation.

18. (a) What are the 4Ps of marketing? How are strategies determined for each of them?

Or

    (b) Explain the different features of product differentiation.

19. (a) Discuss the various methods of pricing.

Or

    (b) Explain the factors influencing distribution decisions.

20. (a) Describe the importance of branding to the manufacturer and customer.

Or

    (b) Explain the different types of brands with suitable examples.

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B.B.A. DEGREE EXAMINATION, APRIL 2025

Third Semester

Shipping and Logistics Management

TAXATION LAW AND PRACTICE

(2023 onwards)

Duration : 3 Hours   Maximum : 75 Marks

Section A   (10 × 1 = 10)

Answer **all** the questions.

1. Which of the following is a direct tax?
   (a) Goods and Services Tax (GST)
   (b) Income Tax
   (c) Value Added Tax (VAT)
   (d) Service Tax

2. Which section of the Income Tax Act, 1961 deals with advance tax?
   (a) Section 208   (b) Section 80C
   (c) Section 234B   (d) Section 139A

3. Which of the following allowances is fully taxable?
   (a) House Rent Allowance (HRA)
   (b) Leave Travel Allowance (LTA)
   (c) Dearness Allowance (DA)
   (d) Children Education Allowance

4. For a self-occupied house property, the maximum deduction available for interest on home loan under section 24(b) is:

(a) Rs.1,00,000   (b) Rs.1,50,000

(c) Rs.2,00,000   (d) Rs.2,50,000

5. The maximum limit for exemption under Section 10(14) for children's education allowance is:

(a) Rs.100 per month per child

(b) Rs.200 per month per child

(c) Rs.500 per month per child

(d) No limit

6. Which of the following is deductible while calculating income from house property?

(a) Municipal Taxes paid

(b) House Rent Allowance

(c) Interest on Fixed Deposits

(d) None of the above

7. Which of the following is exempt from GST?

(a) Alcohol for human consumption

(b) Petrol and diesel

(c) Electricity

(d) All of the above

8. Under GST, how many forms are filed monthly by a regular taxpayer?

(a) 1   (b) 2

(c) 3   (d) 4

9. Which organization typically administers customs duties in a country?

(a) The Department of Health

(b) The Department of Transportation

(c) The Customs and Border Protection Agency

(d) The Ministry of Finance

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10. Which of the following is a common method for calculating excise duties?

   (a) Ad valorem basis (percentage of the value)

   (b) Based on the weight of the goods

   (c) Based on the volume of the goods

   (d) Fixed rate per unit or quantity

Section B (5 × 5 = 25)

Answer **all** questions, choosing either (a) or (b)

11. (a) Define tax avoidance and distinguish it from tax evasion. Discuss ethical considerations surrounding tax avoidance practices.

   Or

   (b) Compare and contrast direct and indirect taxes. Provide examples of each and discuss their respective impacts on individuals and businesses.

12. (a) Discuss the tax treatment of income from house property under the Income Tax Act. Explain the various deductions available and the conditions under which they can be claimed.

   Or

   (b) Determine the residential status of Mr. A for the financial year 2024-25:

   (i) Mr. A was in India for 150 days in FY 2024-25.

   (ii) Mr. A was in India for 200 days in FY 2023-24.

   (iii) Mr. A was in India for 100 days in FY 2022-23.

   (iv) Mr. A was in India for 250 days in FY 2021-22.

   (v) Mr. A was in India for 50 days in FY 2020-2 1.

   (vi) Mr. A was in India for 180 days in FY 2019-20.

   (vii) Mr. A was in India for 90 days in FY 201 8-19.

   (viii) Mr. A was in India for 120 days in FY 2017-18.

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13. (a) Evaluate the various exemptions available under Section 54.

Or

(b) From the following details of Mr. Kesavan, compute his gross total income for the previous year 2023-24.

		Rs.
(i)	Income from cotton business	1,75,000
(ii)	Loss from Hotel business	72,000
(iii)	Loss from house property at Chennai	63,000
(iv)	Income from house property at Trichy	47,000
(v)	Loss from speculative business	29,000
(vi)	Short term capital loss	12,000
(vii)	Long term capital gain	10,000
(viii)	Income from Salary	50,000

14. (a) Discuss the various types of GST rates applicable in India. Explain the eligibility criteria and conditions required for availing Input Tax Credit (ITC) under the GST regime.

Or

(b) Explain the GST registration process in India, including the steps involved, required documents, and the significance of obtaining GST registration.

15. (a) Discuss the role of excise duties in generating government revenue. How do these duties contribute to the overall fiscal health of a country?

Or

(b) Explain the concept of customs duty and its role in Indian Economy.

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Section C   (5 × 8 = 40)

Answer **all** questions, choosing either (a) or (b)

16. (a) Evaluate different strategies and measures governments can adopt to combat tax avoidance effectively. Discuss the balance between enforcement and incentivizing compliance.

Or

(b) Discuss the general principles of taxation and their importance in the formulation of tax policy.

17. (a) Mr. Akhildas is employed as an engineer in Indian railways. He is getting Rs.7,000 p.m. as basicpay; Rs.2,500 p.m. as D.A. and Rs.2,500 p.m. as dearness pay. During the year 20-23-24, hereceived the following allowances also:

(i) Rs.16,500 as running allowance p.m.

(ii) Rs.200 p.m. per child as educational allowance for his 2 children

(iii) One of his son is staying in a hostel on which Akhildas is spending Rs.800 p.m.He is getting Rs.500 p.m. for his as hostel allowance for meeting their expenditure.

(iv) Rs.250 p.m. as CCA.

(v) Rs.400 p.m. as uniform allowance, fully spent for employment purposes.

(vi) Rs.1250 p.m. as HRA. He pays Rs.1500 p.m. as rent to house owner. He contributes 10% of his basic pay and DA to SPF and the Indian railway contributes a similar amount.

Compute his taxable salary for the AY 2024-25.

Or

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(b) X (age 64 years), a salaried employee (drawing Rs.8,3 8,983 as annual salary) has occupied three houses for his residential purposes, particulars of which are as follows:

	House I	House II	House III
	Rs.	Rs.	Rs.
Standard rent under the Poona Rent Control Act (SR)	63,000	11,85,000	73,000
Municipal valuation (MV)	70,000	11,90,000	69,000
Fair rent (FR)	53,000	11,78,000	71,000
Municipal taxes paid	4,000	42,000	6,000
Repairs	Nil	Nil	Nil
Ground rent due but outstanding	600	–	800
Insurance premium due but outstanding	900	2,000	1,200

X borrows from a relative Rs.40,00,000 @ 9 per cent per annum for construction of House II (date of borrowing June 1, 2020 date of repayment of loan May 31,2023).

Construction of all the houses is completed in August 2021. Determine the taxable income and tax liability of X for the assessment year 2024 – 2025 on the assumption that X contributes Rs.46,000 towards statutory provident fund and Rs.8,000 towards National Relief Bonds.

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18. (a) The profit and loss account of a merchant for the year ending with 31.03.2024 is given below. You are required to compute his income from business for the P.Y 2023-24

Particulars	Rs.	Particulars	Rs.
To Salaries	7,500	By Gross Profit	52,500
To Rent	12,000	By Sundry receipts	17,500
To Legal expenses	15,000	By Rent of building	20,000
To Bad debts	3,500	By Commission	10,000
To Donations	2,000		
To Fire insurance	5,000		
To Bonus to the proprietors	8,000		
To Drawings	5,000		
To Depreciation	7,000		
To Net profit	35,000		
	1,00,000		1,00,000

Additional Information

(i) Half of the fire insurance is on let out building.

(ii) Legal expenses include penalty paid for violation of import rules Rs. 5,000.

(iii) Allowable depreciation amounts to Rs.10,000.

(iv) Half of the rent is paid for his residential building.

Or

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(b) Mrs. Rohini, aged 62 years, was born and brought up in New Delhi. She got married in Russia in 1998 and settled there since then. Since her marriage, she visits India for 60 days each year during her summer break. The following are the details of her income for previous year ended 31.03.2024:

S.No.	Particulars	Amount (Rs.)
1 .	Pension received from Russian Government	65,000
2.	Long-term capital gain on sale of land at New Delhi (Computed)	3,00,000
3.	Short- term capital gain on sale of shares of Indian listed companies in respect of which STT was paid both at the time of acquisition as well as at the time of sale (Computed)	60,000
4.	Premium paid to Russian Life Insurance Corporation at Russia	75,000
5.	Rent received (equivalent to Annual Value) in respect of house property in New Delhi	90,000

You are required to ascertain the residential status of Mrs. Rohini and compute her total income and tax liability in India for Assessment yea 2024-25.

19. (a) Explain the Goods and Services Tax (GST) structure in India, highlighting the roles and significance of CGST, IGST, and UTGST.

Or

(b) Discuss the key requirements for filing GST e-way bill system and the implications of non-compliance with these requirements.

20. (a) Discuss the key differences between ad valorem duties and specific duties in the context of customs and excise taxation.

Or

(b) What are the advantages and limitations of excise duty compared to other forms of taxation?

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B.B.A. DEGREE EXAMINATION, APRIL 2025

Fourth Semester

Shipping and Logistics Management

HUMAN RESOURCE MANAGEMENT

(2023 onwards)

Duration : 3 Hours   Maximum : 75 Marks

Part A   (10 × 1 = 10)

Answer **all** questions.

1. What is the primary objective of personnel management?
    (a) Profit maximization
    (b) Employee satisfaction
    (c) Cost reduction
    (d) Customer satisfaction

2. Which function is typically handled by the personnel department?
    (a) Marketing   (b) Recruitment
    (c) Sales   (d) Product development

3. What does job analysis primarily involve?
    (a) Evaluating employee performance
    (b) Describing job responsibilities
    (c) Determining wages
    (d) Setting company policies

4. Which of the following is a part of recruitment and selection?
   (a) Job evaluation
   (b) Merit rating
   (c) Interviewing candidates
   (d) Promotion

5. What is the main purpose of performance appraisal?
   (a) To increase salaries
   (b) To evaluate employee performance
   (c) To train employees
   (d) To hire new staff

6. What is a job evaluation used for?
   (a) Determining training needs
   (b) Assessing job performance
   (c) Setting job grades and pay scales
   (d) Hiring employees

7. Which of the following is not a retirement benefit?
   (a) Pension   (b) Gratuity
   (c) Health insurance (d) Bonus

8. What is the main purpose of labour welfare?
   (a) Profit maximization
   (b) Employee retention
   (c) Cost reduction
   (d) Enhancing productivity

9. Which is a key component of industrial relations?
   (a) Marketing strategy
   (b) Trade unionism
   (c) Financial planning
   (d) Customer service

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10. What is collective bargaining primarily concerned with?
    (a) Product pricing
    (b) Employee wages and conditions
    (c) Marketing strategies
    (d) Customer satisfaction

Part B $(5 \times 5 = 25)$

Answer **all** questions, choosing either (a) or (b).

11. (a) Define personnel management and discuss its scope.

                    Or

    (b) Explain the role of a personnel manager in an organization.

12. (a) What is job description, and how is it different from job specification?

                    Or

    (b) Discuss the importance of job analysis in manpower planning.

13. (a) Describe the process of performance appraisal.

                    Or

    (b) Explain the concept of merit rating and its significance.

14. (a) What are the key components of wages and salary administration?

                    Or

    (b) Discuss the various types of incentive systems used in organizations.

15. (a) What is the role of trade unions in industrial relations?

                    Or

    (b) Explain the process of grievance handling in an organization

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Part C (5 × 8 = 40)

Answer **all** questions, choosing either (a) or (b).

16. (a) Discuss the functions of the personnel department and their significance in an organization.

Or

(b) Explain the objectives of personnel management and how they are achieved.

17. (a) What are the key steps involved in the recruitment and selection process?

Or

(b) Discuss the importance of training and development in human resource management.

18. (a) Explain the different approaches to good human relations in the workplace.

Or

(b) Discuss the concepts of promotion, transfer and demotion in an organization.

19. (a) What are the different types of retirement benefits available to employees?

Or

(b) Discuss the significance of safety, health, and security measures in the workplace.

20. (a) Explain the concept of collective bargaining and its role in industrial relations.

Or

(b) Discuss the importance of workers' participation in management and its impact on organizational performance.

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C–4736	Sub. Code
	84744

B.B.A. DEGREE EXAMINATION, APRIL 2025

Fourth Semester

Shipping and Logistics Management

PORT MANAGEMENT

(2023 onwards)

Duration : 3 Hours　　　　　　　Maximum : 75 Marks

Part A　　　　　　　$(10 \times 1 = 10)$

Answer **all** questions.

1. What is Bale Capacity?

   (a) Volume of the cargo

   (b) Weight of the cargo

   (c) Capacity of the ship's hold

   (d) Space required to stow a bale of cargo

2. What document is issued by the ship's officer to acknowledge receipt of cargo?

   (a) Bill of Lading

   (b) Mate's Receipt

   (c) Cargo Manifest

   (d) Shipping Order

3. What is the purpose of dunnage in cargo handling?

   (a) Increase cargo weight

   (b) Separate cargo layers

   (c) Protect cargo from damage

   (d) Facilitate faster unloading

4. What is the Safe Working Load (SWL)?

   (a) Maximum load a lifting gear can handle

   (b) Minimum load a crane can lift

   (c) Average load capacity of the ship

   (d) Standard load per container

5. What does the term "Angle of Repose" refer to in bulk cargo handling?

   (a) Angle of cargo flow

   (b) Angle at which cargo starts to slide

   (c) Maximum slope angle before cargo slips

   (d) None of the above

6. Which cargo type requires moisture content monitoring due to moisture migration?

   (a) Concentrates

   (b) Cement

   (c) Cotton

   (d) Rubber

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7. Which type of container is best for transporting perishable goods?

   (a) Open-top container

   (b) Flat-rack container

   (c) Refrigerated container

   (d) Tank container

8. What is the primary hazard associated with tanker operations?

   (a) Container loss

   (b) Fire and explosion

   (c) Cargo theft

   (d) Overloading

9. What is the purpose of the Inert Gas System in tankers?

   (a) To cool down the cargo

   (b) To prevent cargo oxidation

   (c) To reduce the risk of explosion

   (d) To assist in cargo unloading

10. What does FCL stand for in containerization?

   (a) Full Cargo Load

   (b) Final Container Load

   (c) Full Container Load

   (d) Freight Container Load

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Part B   (5 × 5 = 25)

Answer **all** questions, choosing either (a) or (b).

11. (a) Define Stowage Factor and explain its importance in cargo work.

Or

(b) What precautions should be taken when handling and storing hazardous cargoes?

12. (a) Explain the concept of Safe Working Load (SWL) and its significance in port operations.

Or

(b) What is the Code of Safe Practice for Solid Bulk Cargoes, and why is it important?

13. (a) Discuss the types of segregation required for transporting dangerous goods.

Or

(b) What are the essential precautions for handling refrigerated cargoes?

14. (a) Explain the role of Dunnage in ensuring cargo safety.

Or

(b) Discuss the significance of the Dock Labourers Act, 1934 in port management.

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15. (a) Describe the process and importance of containerization in modern port operations.

Or

(b) What are the key procedures involved in pre-stuffing and de-stuffing of containers?

Part C $(5 \times 8 = 40)$

Answer **all** questions, choosing either (a) or (b).

16. (a) Discuss the key elements of cargo documentation and their roles in port management.

Or

(b) Explain the importance of proper ventilation and dunnage in preventing cargo damage.

17. (a) What are the major hazards associated with bulk cargoes, and how can they be mitigated?

Or

(b) Discuss the importance of moisture content management in bulk cargo handling.

18. (a) Explain the different types of lifting gear used in ports and their operational precautions.

Or

(b) Discuss the role of safety procedures and equipment in tanker operations.

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19. (a) What are the key considerations in the safe stowage of cargoes like sugar and rice?

Or

(b) Describe the properties and handling precautions for cargoes such as iron and steel.

20. (a) Discuss the concept of reverse logistics in container management and its impact on port operations.

Or

(b) Explain the various types of containers used in shipping and their specific applications.

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B.B.A. DEGREE EXAMINATION, APRIL 2025

Fourth Semester

Shipping and Logistics Management

LINEAR TRADE

(2023 onwards)

Duration : 3 Hours   Maximum : 75 Marks

Part A   (10 × 1 = 10)

Answer **all** questions.

1. Which of the following can be a liner vessel
   (a) bulk carriers   (b) tankers
   (c) container ships   (d) all of these

2. Pick the type of service option in liner trade in which ship owners agree to combine their operations on a given trade route, on conditions agreed by the members of the route
   (a) Independent service
   (b) Liner conferences
   (c) Shareholder consortia
   (d) Tonnage pool consortia

3. Liner shipping costs is affected by
   (a) Ship size   (b) Port time
   (c) Bunker costs   (d) all of these

4. Choose the shipping container type, which allows for wider loading of materials, ideal for shipping vegetables
   (a) dry storage containers
   (b) flat rack containers
   (c) open side containers
   (d) open top containers

5. Which of the following impacts the port selection criteria adopted by carriers

   (a) The amount of profitable cargo that can be generated

   (b) The existence of feeder networks affecting the flexibility of the cargo transhipment arrangements to minimize ship turnaround time

   (c) berth layout and other port facilities

   (d) all of these

6. Choose the shipping container type which contain collapsible sides which fold, ideal for shipping boats, equipments and cars

   (a) Dry storage containers

   (b) Flat rack containers

   (c) Open side containers

   (d) open top containers

7. The liner service type in which the ship keeps sailing until it completes a circumnavigation and return to its starting point

   (a) End to end service (b) Round the word service

   (c) Pendulum service (d) hub and spoke

8. Which of the following affects firm performance when determining fleet mix for container shipping under liner shipping?

   (a) only the number of ships

   (b) only the size of ships

   (c) both the number of ships and the size of ships

   (d) none of these

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9. Choose the shipping container type, which enables goods of any height to be shipped, such as logs or machinery

    (a) dry storage containers

    (b) flat rack containers

    (c) open side containers

    (d) open top containers

10. Choose the line service type in which the liner operator has a choice to select one type of service option or combination of more than one type

    (a) end to end service (b) round the word service

    (c) pendulum service (d) hub and spoke

Part B $(5 \times 5 = 25)$

Answer **all** questions, choosing either (a) or (b).

11. (a) Write a short note on tramp trade.

        Or

    (b) Write the types of container ships.

12. (a) Discuss about IMO special goods.

        Or

    (b) Explain the role of ship officers.

13. (a) Write a short note on unitization.

        Or

    (b) Discuss about FCLs.

14. (a) Explain the use of Bill of Lading in liner trade.

        Or

    (b) What are the other forms of bill of lading?

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15. (a) Discuss the method of payments in international trade

Or

(b) Write a short note on carrier insurance.

Part C (5 × 8 = 40)

Answer **all** questions, choosing either (a) or (b).

16. (a) Explain in detail about vessel loading and discharging.

Or

(b) Describe in detail about types of container ships.

17. (a) Explain the other methods of lifting cargo.

Or

(b) Describe the operations of Liner shipping.

18. (a) Discuss briefly the inventory of container.

Or

(b) How do you track the container fleet?

19. (a) Explain the UK carriage of goods by sea act 1992.

Or

(b) Discuss the documentary credits of bill of lading.

20. (a) Write in detail about carriers liability for the cargo.

Or

(b) Explain the legal aspects of bill of lading.

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B.B.A. DEGREE EXAMINATION, APRIL 2025

Fourth Semester

Shipping and Logistic Management

RETAIL LOGISTICS

(2023 onwards)

Duration : 3 Hours   Maximum : 75 Marks

Part A   (10 × 1 = 10)

Answer **all** questions.

1. The word "retail" has been derived from which word?

    (a) Latine   (b) French

    (c) Greek   (d) Persian

2. Who is the last link in the chain connecting the producer and customer?

    (a) Wholesaler   (b) Agent

    (c) Retailer   (d) Storekeeper

3. Internet marketing and telemarketing are the recent trends in ————— business.

    (a) Retail   (b) Wholesale

    (c) Conventional   (d) Manufacturing

4. In the distribution channel ————— has the direct touch with consumers.

    (a) Producer   (b) Wholesaler

    (c) Agent   (d) Retailers

5. MRP stands for.
   (a) Minimum retail price
   (b) Maximum retail price
   (c) Minimum rate of profit
   (d) Maximum rate of profit

6. Multiple shops are also known as ——————
   (a) self-service stores
   (b) chain stores
   (c) shopping by post
   (d) departmental stores

7. Door to door selling is carried out by
   (a) hawkers and peddlers
   (b) cheap jacks
   (c) second shop
   (d) retailers

8. There is no shop assistants in a
   (a) super bazaar
   (b) departmental store
   (c) multiple shop
   (d) second shop

9. No middle men is involved in ——————
   (a) wholesale trade   (b) retail trade
   (c) direct marketing   (d) indirect marketing

10. Shopping malls, super markets and hypermarkets come under which type of marketing?
   (a) wholesale   (b) retail
   (c) direct marketing   (d) agent service

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Part B (5 × 5 = 25)

Answer **all** questions, choosing either (a) or (b).

11. (a) What is meant by Retailing? Give the characteristics of a retailer.

Or

(b) How retailing is different from Wholesaling?

12. (a) What are the four Cs of the retail mix?

Or

(b) What is the retail value chain?

13. (a) What are the objective of Strategic planning Retailing?

Or

(b) How for identifying consumer needs in retailing?

14. (a) Write the Evaluation of Retail in India.

Or

(b) Explain the drivers of retail change in India.

15. (a) Explain the global retail markets and its dimension.

Or

(b) What are primary factor attracting global retailers in India?

3 **C–4738**

Part C   (5 × 8 = 40)

Answer **all** questions, choosing either (a) or (b).

16. (a)   Explain in detail about the functions of a Retailer.

Or

(b)   Briefly Explain about the Trends in Retailing.

17. (a)   Explain the theories of retail development.

Or

(b)   Explain the life cycle and phase in growth of retail markets.

18. (a)   What is meant by situation analysis? Explain the objectives of situation analysis in Retailing.

Or

(b)   Write down the steps in Consumer Decision making Process.

19. (a)   Explain about the drivers of retail change in India.

Or

(b)   Explain about the challenges to retail developments in India.

20. (a)   Explain about the Challenges facing global retailers.

Or

(b)   Describe the various threats to global retailers.

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B.B.A. DEGREE EXAMINATION, APRIL 2025

Fourth Semester

Shipping and Logistics Management

INTERNATIONAL BUSINESS MANAGEMENT

(2023 onwards)

Duration : 3 Hours   Maximum : 75 Marks

Part A   (10 × 1 = 10)

Answer **all** questions.

1. In a global market place

    (a) The entire world is a market place

    (b) National borders are irrelevant

    (c) The potential for organizations to grow expands dramatically.

    (d) All of the above

2. NAFTA is an example of

    (a) Common market

    (b) Customer union

    (c) Economic Community

    (d) Free Trade Area

3. Which one is not an international organization?

   (a) SAARC

   (b) ASEM

   (c) ASEAN

   (d) CBDT

4. Globalization refers to

   (a) Among integrated and interdependent world

   (b) Less foreign trade and investment

   (c) Global Warming

   (d) Lower income worldwide.

5. Globalization is beneficial for firm because:

   (a) It protects them against foreign competition

   (b) It cushions from the effect of events in other countries

   (c) It opens up new market opportunities

   (d) It increases the risk and uncertainty of operating in a globalizing world economy

6. The price of one country in terms of other currency is called

   (a) Foreign exchange rate

   (b) Flexible rate of exchange

   (c) Current rate of exchange

   (d) None of the above

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7. Which of the following international agencies manage foreign exchange rate system in the world?

   (a) Central Bank

   (b) IMF

   (c) World Bank

   (d) All of these

8. ————— is the rate which is determined by market forces.

   (a) Fixed Exchange rate

   (b) Real Exchange rate

   (c) Flexible Exchange rate

   (d) Nominal Exchange rate

9. What does IMF stand for?

   (a) International monetary Fund

   (b) International monetary Foundation

   (c) International money Fund

   (d) International money Foundation

10. The Foreign direct investment includes

    (a) Intellectual Properties

    (b) Human resources

    (c) Tangible goods

    (d) Intangible goods

3 C–4739

Part B $(5 \times 5 = 25)$

Answer **all** questions, choosing either (a) or (b).

11. (a) What you meant by international business? Explain the concept of international business.

Or

(b) Explain the difference between domestic business and international business.

12. (a) Write a notes on: (i) ASEAN (ii) SAARC.

Or

(b) Explain the basic principles of world trade organization.

13. (a) Explain the Trends in Globalization.

Or

(b) Narrate the characteristics of international business strategies.

14. (a) Define Foreign Exchange Market. Explain the nature of foreign exchange market.

Or

(b) What are the determinants of exchange rate exposure?

4   **C–4739**

15. (a) How does FDI lead to growth?

Or

(b) What is the importance of MNC'S in the global Economy?

Part C (5 × 8 = 40)

Answer **all** questions, choosing either (a) or (b).

16. (a) Enumerate the nature and importance of international business.

Or

(b) Detail about the Different modes of entering in international Business.

17. (a) Explain the factors affecting in Exchange Rate.

Or

(b) What is UNCTAD? Give the basic principles and Major achievements.

18. (a) Enumerate the effects and benefits of Globalization.

Or

(b) International product life cycle explained: Stages and Examples.

C–4739

19. (a) What is Globalization? Explain the stages of globalization process.

Or

(b) Enumerate the currency exchange risks and their management.

20. (a) Discuss about the major problems of India's export sector.

Or

(b) How is India's trade landscape shaping up for the future?

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C–4739

B.B.A. DEGREE EXAMINATION, APRIL 2025

Second Semester

MATHEMATICS FOR MANAGEMENT — II

(Common for B.B.A., S & LM/L & S)

(2019 onwards)

Duration : 3 Hours   Maximum : 75 Marks

Section A   (10 × 2 = 20)

Answer **all** the questions.

1. What is the limitation of graphical method in solving linear programming problems?

2. What do you mean by slack variable?

3. What do you mean by Initial Basic Feasible Solution in transportation problem?

4. What is transportation problem?

5. What is dominance principle?

6. What do you mean by queue?

7. What is a network?

8. What do you mean by float?

9. What is time scale analysis?

10. What are the limitations of PERT?

Section B $(5 \times 5 = 25)$

Answer **all** the questions choosing either (a) or (b).

11. (a) Explain the scope of operations research.

Or

(b) A manufacturer produces two types of products namely, classic and modern. Each classic model requires 4 hours of grinding and 2 hours of polishing; whereas each modern model requires 2 hours of grinding and 5 hours of polishing. The total grinding time available is 80 hours and total polishing hours available is 180 hours. The profit per unit for classic model is Rs. 3 and profit per unit for modern product is Rs. 4. Formulate the problem as a linear programming problem to maximise the total profit.

12. (a) Find initial solution for the following transportation problem using North West corner rule.

	D1	D2	D3	D4	Availability
O1	11	13	17	14	250
O2	16	18	14	10	300
O3	21	24	13	10	400
Requirements	200	225	275	250	

Or

2   **C–4742**

(b)   Solve   the   following   minimisation   assignment problem.

                              Worker

                    1   2   3   4   5

              A   5   3   4   7   1

              B   2   3   7   6   5

Machine   C   4   1   5   2   4

              D   6   8   1   2   3

              E   4   2   5   7   1

13.   (a)   Solve the following game

| | Company Strategies | | | |
Union strategies	A	B	C	D
I	20	15	12	35
II	25	14	8	10
III	40	2	10	5
IV	−5	4	11	0

Or

(b)   Explain the graphical method for solving games.

3   **C–4742**

14. (a) Draw a Network Diagram for the following data.

S. No	Activities	Predecessor	Days
1	A	–	3
2	B	–	4
3	C	A	5
4	D	A	6
5	E	C	7
6	F	D	8
7	G	B	9
8	H	E, F, G	3

Or

(b) Explain the rules to be followed in construction of networks.

15. (a) Outline the advantages of using PERT in project management.

Or

(b) Explain the process of time-scale analysis in PERT.

Section C $(3 \times 10 = 30)$

Answer **all** questions choosing either (a) or (b).

16. (a) Solve the following linear programming problem using graphical method

Maximise $z = 30x + 20y$

Subject to

$2x + y \leq 800$

$x + 2y \leq 1000$

$x, y, z \geq 0$

Or

(b) Explain the methods used for obtaining initial basic feasible solution for a transportation problem.

4   **C–4742**

17. (a) Solve the following minimisation assignment problem.

Job

		I	II	III	IV	V
	1	10	5	13	15	16
	2	3	9	18	13	6
Person	3	10	7	2	2	2
	4	7	11	9	9	12
	5	7	9	10	10	12

Or

(b) Solve the following game.

B

		I	II	III
	I	–2	6	–2
A	II	–4	5	3
	III	4	7	–2

5   **C–4742**

18. (a) A firm is considering replacement of a machine, whose cost price is Rs. 12,200 and the scrap value is Rs. 200. The running (maintenance and operating) cost are found from experience are as follows :

Year	1	2	3	4	5	6	7	8
Running Cost	200	500	800	1,200	1,800	2,500	3,200	4,000

When should the machine be replaced?

Or

(b) Explain the Hungarian method for solving assignment problem.

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C–4742

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	80642/84742

B.B.A. DEGREE EXAMINATION, APRIL 2025

Fourth Semester

HUMAN RESOURCE MANAGEMENT

(Common for : B.B.A. (S & LM)/(L & S))

(2019 onwards)

Duration : 3 Hours   Maximum : 75 Marks

Section A $(10 \times 2 = 20)$

Answer **all** the questions.

1. Define Personnel Management.

2. State the objective of human resource management.

3. What is meant by manpower planning?

4. Define job analysis.

5. What do you understand from the term 'demotion'?

6. Mention the types of promotion.

7. Give some examples for fringe benefits.

8. Define wages.

9. How do you define the term grievances?

10. Expand WPM.

Section B $(5 \times 5 = 25)$

Answer **all** questions choosing either (a) or (b).

11. (a) Describe the scope of personnel management.

Or

(b) Explain the managerial functions of human resource management.

12. (a) Discuss the content of job analysis.

Or

(b) Enumerate the significance of manpower planning.

13. (a) Elucidate the role of performance appraisal in a company.

Or

(b) Explain the concept of transfer policy.

14. (a) Write a brief note on labour welfare measures.

Or

(b) Distinguish between time rate system and piece rate system.

15. (a) Elucidate the causes of industrial unrest.

Or

(b) Why do workers join in trade union?

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Section C (3 × 10 = 30)

Answer **all** questions choosing either (a) or (b).

16. (a) Describe the human resource policies.

    Or

    (b) Narrate the qualities of a successful human resource manager.

17. (a) Elucidate the steps involved in the process of manpower planning.

    Or

    (b) Explain the different sources of recruitment.

18. (a) Discuss on the significance of performance appraisal.

    Or

    (b) Enumerate the different kinds of worker's participation management schemes.

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