

BBA 6th Semester (Honours) Examination, 2023**Subject : Industrial Relations and Industrial Relations Laws (IR & ILR)****Course: HRM-6.1****Time: 4 Hours****Full Marks: 80**

*The figures in the right hand margin indicate full marks.
Candidates are required to give their answers in their own words
as far as practicable.*

Group-AAnswer *any ten* questions:

2×10=20

1. ~~(a)~~ State any two functions of a trade union.
- ~~(b)~~ Explain the term negative discipline.
- (c) Write the difference between registration and recognition of trade unions under the Trade Unions Act, 1926.
- ~~(d)~~ What do you understand by unfair labour practices?
- (e) What is Dominant Nature Test mentioned under the Industrial Disputes Act, 1947?
- ~~(f)~~ State any two duties of the Labour Court.
- ~~(g)~~ Differentiate between lay off and retrenchment as per the Industrial Disputes Act, 1947.
- ~~(h)~~ How does technological change influence industrial relations?
 - (i) Define a Reformist Trade Union.
 - (j) Define Closed Shop Union.
- ~~(k)~~ Mention two merits of voluntary arbitration.
 - (l) Highlight the essence of Model Grievance Procedure.
- (m) How is award different from settlement?
- ~~(n)~~ Write the expansion of: (i) CITU, (ii) ASSOCHAM, (iii) BMS.
- (o) Why are standing orders also called 'shop rules'?

Group-BAnswer *any five* questions:

12×5=60

2. Emphasize the significance of industrial relations and elaborate the IR problems faced by Indian industries in present times.
3. Discuss the theoretical framework of Dunlop's model of Industrial Relations System alongwith its shortcomings in the present context.

4. Describe the procedure for certification of standing orders under the Industrial Employment (Standing Orders) Act, 1946. Once certified, can they be modified? If yes, explain the procedure for modification of the standing orders.
 5. State and explain the machineries that can be used for prevention and settlement of industrial disputes as per the Industrial Disputes Act, 1947.
 6. "Collective bargaining in India covers a very wide field of labour management relations in India". Discuss the statement.
 7. How do multiple unions disturb industrial relations and peace? Suggest suitable measures for improving the industrial relations climate in Indian industries.
 8. Do you think trade unions are rapidly losing their popularity? Discuss the causes for the decline in the popularity of the trade unions in India.
 9. Discuss the different forms of workers' participation in management available in Indian industrial organisations.
10. Write short notes on:
- (a) Grievance Redressal Mechanism
 - (b) Technology and industrial relations
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3. The stock in hand of a material as on May 31, 2023 was 200 units @Rs. 20 per unit. The following purchases and issues were subsequently made:

May	Transactions
3	Purchased 500 units @ Rs. 30 each
4	Purchased 100 units @ Rs. 35 each
12	Issued 400 units
16	Purchased 600 units @ Rs. 40 each
23	Issued 500 units
28	Issued 300 units

You are required to show how the above transactions will appear in the Stores Ledger given that the organisation follows FIFO method for pricing issues. . 12

4. From the following details, calculate the earnings of workers X, Y and Z for a day and also the labour cost per 100 units of output under: 3×4

- Piece Rate System
- Time Rate System
- Halsey Plan
- Rowan Plan

Actual output in a day of 8 hours: X-180 units; Y-120 units; Z-100 units.

Guaranteed day wages: Rs. 20/hr.

Piece rate based on standard hourly output of 10 units.

5. From the following particulars in respect of a particular contract for the year ended March 31, 2023, prepare Contract Account:

	Rs.		Rs.
Materials sent to site	9,50,000	Wages outstanding	27,500
Wages paid	6,00,000	Establishment charges	2,60,000
Chargeable expenses	3,00,000	Special Plant installed at cost	10,00,000
Cost of work uncertified	1,25,000	Value of Special Plant on 31.03.2023	8,50,000
Materials at site on 31.03.2023	1,05,000	Cash received	29,70,000
Total contract price	60,00,000	Sale of scrap	10,000
Retention-10% of work certified			

General plant costing Rs. 6,00,000 was used for 3 months, depreciation on that is to be provided @ 15% p.a. 12

6. (a) Explain the concepts of 'Marginal Cost' and 'Marginal Costing'.

(b) State the assumptions of CVP Analysis.

(2+2)+8

7. (a) Explain the concept of Abnormal Gain in the context of process costing.
 (b) Discuss how abnormal gain is treated in process accounts with the help of hypothetical illustration. Also show the postings in the relevant ledger accounts. 2+10
8. Draw up a flexible budget for overhead expenses on the basis of the following data and determine the overhead rates at 70% and 90% plant capacity levels: 6+6

At 80% level (Rs.)	
<i>Variable Overheads:</i>	
Indirect labour	12,000
Indirect material	4,000
<i>Semi-Variable Overheads:</i>	
Power (30% fixed)	20,000
Repairs & Maintenance	2,000
<i>Fixed overheads:</i>	
Depreciation	11,000
Insurance	3,000
Rent	<u>10,000</u>
Total overheads	<u>62,000</u>
Estimated direct labour hours	1,24,000

9. (a) What do you mean by Break Even Analysis?
 (b) From the following results of a company determine how much the value of sales must be increased for the company to break-even:

Net Sales	Rs. 4,00,000
Fixed Cost	Rs. 2,00,000
Variable Cost	Rs. 2,40,000

Use a break-even chart to illustrate the case. 2+(4+6)

10. Write short notes on (any two): 6+6

- (a) JIT system of inventory control
 (b) Cost plus Contract
 (c) Principal Budget Factor.

BBA 6th Semester (Honours) Examination, 2023

Subject : Sales and Distribution Management

Course: SMM-6.1

Time: 4 Hours

Full Marks: 80

*The figures in the right hand margin indicate full marks.
Candidates are required to give their answers in their own words
as far as practicable.*

Answer question 1 and any five from the rest.

1. Answer *any ten* of the following questions:

2×10=20

- (a) What is personal selling?
- (b) Define sales organization.
- (c) What is follow up after sales?
- (d) What is sales forecasting?
- (e) Define sales territory.
- (f) What is wholesaling?
- (g) State two functions of retailing.
- (h) What is sales force motivation?
- (i) What is sales force compensation?
- (j) What is sales force control?
- (k) What do you mean by inventory management?
- (l) What is market logistics?
- (m) State two sources of sales force recruitment.
- (n) What is sales force selection?
- (o) What do you mean by evaluation of sales performance?

2. Discuss nature, role and importance of sales management.

12

3. Explain different techniques of closing the sales.

12

4. Distinguish between

- (a) Horizontal and Vertical sales organization.
- (b) Centralized and Decentralized sales organization.

6+6

5. What are the contents of job descriptions and Job specifications? Discuss. 12
6. Discuss different factors influencing the moderation of sales force. 12
7. Explain various quantitative issues used to evaluate the performance of sale force. 12
8. (a) Distinguish between wholesaling and retailing.
(b) Explain different types of wholesaling. 6+6
9. Discuss different distribution strategies used by organizations to reach sales and marketing goals. 12
10. Write short notes on (*any two*): 6+6
- (a) Types of Compensation plans
 - (b) Sales force training
 - (c) Types of retailing
 - (d) Designing sales territory.
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BBA 6th Semester (Honours) Examination, 2023**Subject : Systems Analysis and Design****Course: SM-6.1****Time: 3 Hours****Full Marks: 80***Answer question no. 1 and any five from the rest.*

2×10=20

1. Answer any ten questions:

- (a) State the job responsibilities of a system analyst.
 - (b) State the disadvantages of Spiral Model.
 - (c) Differentiate between internal and external system users.
 - (d) Write the outputs of a problem definition stage in Software Development Life Cycle (SDLC).
 - (e) Differentiate between logical and physical Data Flow Diagram (DFD).
 - (f) List out any four tools in the Systems Analysis stage of SDLC.
 - (g) Define an entity with an example.
 - (h) State any four characteristics of process design.
 - (i) Define cardinality with an example.
 - (j) Define different types of feasibility.
 - (k) What are the benefits of feasibility study?
 - (l) Define structured analysis.
 - (m) Differentiate between weak entity and strong entity.
 - (n) Define derived attribute with example.
 - (o) Define primary key with an example.
2. Draw a Data Flow Diagram (DFD) for the examination handling system in your department. Assume your entities and assumptions. 12
 3. Describe the relationship between your department, students and teachers. State the possible primary or composite keys for each of the entities. 12
 4. How to estimate cost of the feasibility study stage of Software Development Life Cycle (SDLC)? Describe each of the components. 12
 5. Describe Waterfall model with feedback, with a schematic diagram. Describe each stage in brief. 12
 6. Answer the following: 6×2=12
 - (a) Name any five models used in SDLC.
 - (b) State the importance of design phase.
 7. What is Capability Maturity Model (CMM)? Define the maturity levels in CMM. 12
 8. In which stage of SDLC, should the users be trained? Give your own reasons. 12
 9. Explain the activities in Detailed Design phase of SDLC. 12
 10. What is level-0 DFD? Explain with an example. 12