

CS/BBA (H), BIRM, BSCM/SEM-4/BBA-405/2011

2011

HUMAN RESOURCE MANAGEMENT – I

Time Allotted : 3 Hours

Full Marks : 70

The figures in the margin indicate full marks.

Candidates are required to give their answers in their own words

as far as practicable.

GROUP – A

(Multiple Choice Type Questions)

1. Choose the correct alternatives for any *ten* of the

following :

$10 \times 1 = 10$

i) Full form of ILC is

a) International Labour Council

b) Inter Line Committee

c) International Labour Commission

d) none of these.

ii) The Industrial Dispute Act was enacted in

a) 1965

b) 1985

c) 1942

d) 1947.

iii) Full form of BARS is

a) Behavioural Anchored Rating Scale

b) Behavioural Anchoring Rating Scale

c) Behavioural Anchored Ranking Scale

d) none of these.

iv) The name of the father of IR is

- a) F. W. Taylor
 - b) Fayol
 - c) Webber
 - d) Dunlop.
- v) The Trade Union Act was enacted in
- a) 1923 b) 1920
 - c) 1926 d) 1940.
- vi) Amongst the following which is not an external source of recruitment ?
- a) AD b) Internet
 - c) Transfer c) Consultancy.
- vii) technique is named after an ancient Greek oracle.
- a) Work study b) Ratio trend analysis
 - c) Delphi d) none of these.
- viii) is the problem of stimulating the candidates to apply for the job in the organization.
- a) Induction b) Selection
 - c) Recruitment d) none of these.
- ix) Indian Labour Conference was held in
- a) 1957 b) 1947
 - c) 1997 d) 1978.
- x) Which among the following is not an ethical principle of participation ?
- a) mortality
 - b) natality
 - c) loss of self-respect
 - d) recognition of human dignity.

- xi) Which of the following is not a modern performance appraisal technique ?
- a) 360 degree appraisal b) MBO method
 c) confidential method d) HRA method.
- xii) Training is also called T Group training.
- a) Sensitivity b) Transactional Analysis
 c) Delphi d) none of these.

GROUP – B

(Short Answer Type Questions)

Answer any *three* of the following. $3 \times 5 = 15$

2. Explain the process of HR planning with a flow diagram.
3. Compare training and development.
4. What is Man Power Inventory ?
5. What are the different types of discipline available in the industry ?
6. “Personnel administration is not just a line responsibility but a staff function”. Explain.

GROUP – C

(Long Answer Type Questions)

Answer any *three* of the following. $3 \times 15 = 45$

7. What is discipline ? What are the causes and effects of grievances ? How are the grievances handled within the organization ? 3 + 5 + 7
8. Discuss the modern performance appraisal techniques.
 Discuss the different training techniques. 7 + 8
9. Define the structure of trade union. Discuss any two approaches of Industrial Relation. What are the main objectives of collective bargaining ? 4 + 8 + 3

10. Discuss the different labour welfare schemes. Define some HR related policies. What are the main causes of industrial disputes ?

5 + 5 + 5

11. What is the impact of workers committee in workers' participation management ? Discuss the process of human resource planning. What are objectives of wage and salary administration ?

6 + 5 + 4

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