

CS/BBA(H)/BIRM/BSCM/SEM-4/BBA-405/2013

2013

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 × 1 = 10

i) Fair wage is the wage which exists

a) Above the minimum wage but below the living wage

b) Above the living wage but below the minimum wage

c) Both (a) and (b)

d) None of these.

ii) According to which legislation Industrial disputes mean any dispute or difference between employee and

Employers :

a) Factories Act, 1948

b) Industries Act, 1951

c) Trade Union Act, 1926

d) Industrial disputes Act, 1947.

iii) Induction refers to the introduction of a

employee to the job and the organization

a) New b) Existing

c) Retiered d) None of these.

iv) Which one of the following is not a manpower demand forecasting method :

a) Work Study Technique

b) managerial Judgement

c) Ratio-trend analysis

d) MBO.

v) Downsizing is a process in

a) Workforce realignment

b) Training and development

c) Recruitment

d) Retirement.

vi) The system of recruitment where existing employees refer their family members and friends is called

a) Rating b) Employee Referrals

c) Screening d) None of these.

vii) Which of the following is not a modern performance appraisal technique ?

a) 360 degree appraisal b) MBO method

c) Confidential method d) HRA method.

viii) Full form of TQM is :

a) total quantity management

b) total quality management

c) total qualification management

d) none of these.

ix) The systematic programme of rotating and interchanging trainees from one job to annother is known as

a) job enrichment b) job rotation

- c) job specification d) job jugglery.
- x) JIT method of training means
- a) Just In Time
 - b) Job Information Technique
 - c) Job Instruction Training
 - d) Job Inducted Training.
- xi) Which of the following is a statutory deduction from salary ?
- a) Basic b) DA
 - c) TA d) Provident Fund (PF).
- xii) The process through which management and union representatives jointly in opinions on various issues is known as
- a) Union Conflict Negotiation
 - b) Salary Negotiation
 - c) Collective Dispute Management
 - d) Collective Bargaining.

GROUP – B

(Short Answer Type Questions)

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

2. Discuss the process of training needs identification.
3. What are the common internal methods of recruitment ? How are they useful ?
4. Elucidate in brief the human Relations Theory of Industrial Relations.
5. What do you mean by job analysis ? State its advantages to the organisation & the employee.
6. Discuss in brief two methods of human resource demand forecasting.

GROUP – C

(Long Answer Type Questions)

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

7. Discuss two modern methods of performance appraisal. State the challenges faced in conducting performance appraisal by the rater. $5 + 5 + 5$

8. a) Define collective Bargaining. Discuss the collective bargaining process. $2 + 4$

b) Define Trade Union ? Why do employees join Trade Union ? Give an idea of the structure of trade union.

$2 + 3 + 4$

9. What is Red Hot Stove Rule ? What are the differences between positive discipline and negative discipline ? What are the kinds of punishment ? What is the procedure for disciplinary action ? $3 + 4 + 4 + 4$

10. Discuss the machinery in place for prevention & settlement of Industrial disputes in India. 15

11. Write a short note on any *three* of the following : 3×5

a) HR audit

b) Coaching

c) HR planning

d) succession Planning

e) Employee grievances.

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