

2012

**HUMAN RESOURCE MANAGEMENT-III**

*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) According to model grievance procedure the departmental head, when approached formally, should give a solution to an aggrieved employee within

- a) 24 hours      b) 36 hours  
c) 48 hours      d) 72 hours.

ii) Negative discipline is

- a) Preventive      b) Punitive  
c) both (a) and (b)      d) autocratic in nature.

iii) An example of a minor offence is

- a) Late coming  
b) theft of employer's property  
c) drugs at workplace  
d) all of these.

iv) Red Hot Stove rule was developed by

- a) McGregor      b) Maslow  
c) Herzberg      d) Lewin.

v) Industrial Dispute Act came into force in

- a) 1948                      b) 1947
- c) 1949                      d) 1946.

vi) The first step in disciplinary procedure is

- a) charge sheet                      b) suspension
- c) enquiry                      d) termination.

vii) Counselling is a

- a) cognitive therapy
- b) behavioural therapy
- c) psychoanalytic therapy
- d) all of these.

viii) A fair and just discipline process is based on

- a) Three prerequisites                      b) Five prerequisites
- c) Two prerequisites                      d) None of these.

ix) The prerequisites in discipline process are

- a) Rules and regulations
- b) a system of progressive penalties
- c) an appeal process
- d) all of these
- e) none of these.

x) Payment of subsistence allowance to the suspended worker, for First 90 days is

- a) At the Rate of Fifty per cent
- b) At the Rate of Seventy per cent
- c) At the Rate of Sixty five per cent
- d) No payment.

xi) Matters to be provided in Industrial Employment (Standing Orders) Act, 1946 are

- a) classification of workmen
- b) Period of working hours

- c) Attendance and late coming
  - d) All of these.
- xii) The causes of grievances are mainly
- a) Approach and policy of management
  - b) State of Unionism and Union practices
  - c) Industrial Behavioral Styles
  - d) all of these.

**GROUP – B**

**( Short Answer Type Questions )**

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

2. Explain the process involved in Domestic Enquiry.
3. State the different forms of grievances.
4. Give an account of Hot-Stove Rule.
5. Discuss criteria for giving a Charge Sheet.
6. What are the different forms of discipline ?

**GROUP – C**

**( Long Answer Type Questions )**

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

7. Briefly discuss the welfare facilities for the workers under the Factories Act, 1948.
8. What is a grievance ? What steps does the management ought to take for effective redressal of employee's grievances ? What are the different forms of grievances ?

$4 + 6 + 5$

9. What is grievance ? What are the major reasons for industrial grievances ? Describe a model grievance procedure as prescribed by the Industrial Dispute Act.

$3 + 4 + 8$

10. How do you define a strike ? What are its differences with a lock out ? What are the major types of strikes ? When can

you call a strike illegal ?

2 + 4 + 4 + 5

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

- a) Counselling
- b) Domestic Enquiry
- c) Deviation in work behaviour
- d) Types of Punishment
- e) Whistle blowing process.

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