



Name : .....

Roll No. : .....

Invigilator's Signature : .....

**CS/BBA (H)/BIRM/BSCM/SEM-4/BBA-405 /2012**

**2012**

**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) The focus of Human Resource Management revolves around
  - a) machine
  - b) motivation
  - c) money
  - d) men.
- ii) Quality-oriented organization primary concern centres around
  - a) Coordination
  - b) Communication
  - c) Human Resources
  - d) Discipline.
- iii) Quality goals require alignment with
  - a) production
  - b) human resources
  - c) finance
  - d) purchase.



- iv) Demand for human resources and management is created by
  - a) expansion of industry
  - b) shortage of labour
  - c) Abundance of capital
  - d) Consumer preferences.
- v) What is meant by the term 'delegation' ?
  - a) A system of management that relies on consulting employees before making decisions.
  - b) The process of using goals as the best way of motivating managers to achieve corporate targets / objectives.
  - c) The giving a tasks by a manager to a subordinate.
  - d) A style of management supported by F.W. Taylor.
- vi) Workforce planning involves all of the following *except*
  - a) Organising the training of staff
  - b) forecasting future personnel requirements
  - c) examining production plans in a factory
  - d) preparing and maintaining personnel records.
- vii) An advantage of recruitment from outside the company is
  - a) that it is cheaper than internal recruitment
  - b) that there is no need to advertise the vacancy
  - c) that it brings in new experience and skills to the firm
  - d) that it avoids jealousy within the firm.
- viii) Which of the following is an accurate definition of recruitment ?
  - a) The process of attempting to fill gaps that exist in the skills of the current labour force.
  - b) The system of following someone around and noting how they perform their duties.
  - c) The proces by which companies fill the need to find new employees.
  - d) A statement that enshrines the fundamental objectives of the company.



- ix) ..... is a method of demand forecasting.
- a) Executive Judgement
  - b) Employee decision
  - c) Recruitment
  - d) HRIS.
- x) Training is most effective in resolving
- a) skill gaps
  - b) attitudinal problems
  - c) poor motivation
  - d) attendance issues.
- xi) The term which describes long term training which includes a combination of both on-the-job and in-class training is
- a) Mentorship
  - b) Computer based training
  - c) Vestibule training
  - d) Apprenticeship.
- xii) Which of the following is not a performance appraisal type ?
- a) Team based approach
  - b) Appraisal of managers
  - c) Customer appraisal
  - d) 45 degree appraisal.

### GROUP - B

#### ( Short Answer Type Questions )

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

2. "A good HR manager is no longer a hierer and firer of men." In the light of the statement explain the roles of a HR manager.
3. What are the broad objectivs of performance appraisal ?
4. "A good pay packet alone is not adequate to attract and retain competent employees." Elaborate the statement, and discuss the related concepts.



5. Enumerate the major principles of Wage and Salary Administration.
6. Discuss the differences between Recruitment and Selection.

### GROUP - C

#### ( Long Answer Type Questions )

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

7. What are grievances ? What is a simple grievance model ?  
How are grievances handled by HR managers ?  $3 + 5 + 7$
8. a) What are Industrial Disputes ?  
b) Identify the major causes of Industrial Disputes.  
c) Examine the different machineries available for resolving industrial disputes in India.  $3 + 6 + 6$
9. a) "Violent Trade Unionism hampers the productivity of the organisations." Critically analyse the statement.  
b) Give an overview of the concept, objectives and process of Collective Bargaining.  $5 + 10$
10. a) Differentiate between off-the-job and on-the-job methods of employee training.  
b) Bring out the steps involved in training process.  $6 + 9$
11. Write short notes on any *three* of the following :  $3 \times 5$ 
  - a) Importance of HRIS
  - b) Mentoring
  - c) 360° feedback system
  - d) Internal sources of recruitment
  - e) Workers Participation in Management.