



Name :

Roll No. :

Invigilator's Signature :

CS/MBA(New)/SEM-2 (FT)/MB-206/2011

2011

HUMAN RESOURCE MANAGEMENT

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) HRM follows an approach which is
 - a) reactive
 - b) proactive
 - c) restive
 - d) none of these.
- ii) Trade Unions Act came into force in
 - a) 1947
 - b) 1926
 - c) 1948
 - d) 2000.
- iii) Which of the following is a Negative Discipline ?
 - a) Counselling
 - b) Charge sheet
 - c) Promotion and transfer
 - d) None of these.

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- iv) Selection is a process of
- a) Recruitment
 - b) Elimination
 - c) Examination
 - d) Elevation.
- v) The personnel Manager acts as
- a) Advisor
 - b) Mediator
 - c) Counsellor
 - d) All of these.
- vi) Industrial relations mean
- a) relation between employer and employee
 - b) relation between employer and government
 - c) relation between employee and government
 - d) all of these.
- vii) Example of managerial function of HRM is
- a) Planning
 - b) Job analysis
 - c) Health and safety
 - d) Welfare.
- viii) 'One man one boss' principle is followed in
- a) Corporate organization
 - b) Staff organization
 - c) Line organization
 - d) Matrix organization.



- ix) Human resource planning means
- a) right number of qualified people required
 - b) right number of people with right job required
 - c) right number of people with right job in right time
 - d) all of these.
- x) An example of the simulation method of training is
- a) Job rotation
 - b) Fish-bowl exercise
 - c) T-training
 - d) Business games.
- xi) The first stage of career development cycle is
- a) Exploratory
 - b) Establishment
 - c) Maintenance
 - d) Decline.
- xii) The disadvantages of rating scale is
- a) cost
 - b) feedback
 - c) time involved
 - d) quantification of score.

GROUP – B

(Short Answer Type Questions)

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

2. What is "Human Resource Management" ? Briefly state the function of a "human resource manager" ? 2 + 3
3. Explain the method of 360° appraisal.
4. What are the various factors affecting wage & salary administration ?
5. What is meant by the Collective Bargaining ?
6. Briefly state the various barriers to selection.



GROUP – C

(Long Answer Type Questions)

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

7. a) Discuss the various HRD interventions for individual development through non-training programme.
- b) Design an induction training programme for management trainees. $5 + 10$
8. What are the causes and effects of grievances in an organization ? Describe the grievance procedure and discuss why grievances should be settled at the level at which they occur. $8 + 7$
9. What is collective bargaining ? What are the objectives of collective bargaining ? Discuss in brief the process of collective bargaining. $2 + 4 + 9$
10. Explain different methods of assessment of HRD needs. Discuss two non-training methods of developing individuals. $9 + 6$
11. What are the factors influencing the wage structure ? State briefly the methods of fixing the wages and salaries in an organization. $6 + 9$
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