



Name : .....  
Roll No. : .....  
Invigilator's Signature : .....

**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.*

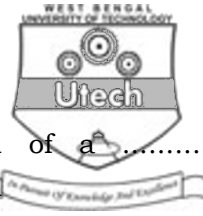
**GROUP – A**

**( Multiple Choice Type Questions )**

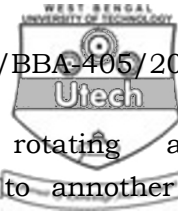
1. Choose the correct alternatives for any *ten* of the following :

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 another 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 :  $3 \times 5$ 
  - a) HR audit
  - b) Coaching
  - c) HR planning
  - d) succession Planning
  - e) Employee grievances.