

2014

Human Resource Management - I

Time Alloted : 3 Hours

Full Marks

*The figure in the margin indicate full marks.
Candidates are required to give their answers in the
own words as far as practicable*

GROUP - A

(Multiple Choice Type Questions)

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

10x

- i) This is concerned with man-power, Planning, recruitment, selection, placement, transfer, promotion etc.
- (a) Personnel Aspect
 - (b) Welfare Aspect
 - (c) Industrial Relations Aspect
 - (d) Personnel objective
- ii) A _____ at the lowest level of a large organization is a supervisor.
- (a) Staff Managers
 - (b) Line Managers
 - (c) Low level Management
 - (d) None of the above

- iii) The _____ is the most important function of an HR manager, in which it has to acquire the man-power required by an organization from time-time.
- (a) Development
 - (b) Procurement of man-power
 - (c) Human Resource Planning
 - (d) Man-power planning
- iv) An act of increasing the knowledge and skills of an employee for doing a particular job:
- (a) Career Planning
 - (b) Training
 - (c) Performance Appraisal
 - (d) Counseling
- v) _____ technique is named after an ancient Greek oracle.
- a) Markov technique
 - b) Regression technique
 - c) Delphi technique
 - d) None of these
- vi) Full form of BARS:
- a) Behavioural Anchored Rating Scale
 - b) Behavioural Anchoring Rating Scale
 - c) Behavioural Anchored Ranking Scale
 - d) None of the above
- vii) Demand for Human Resources is created by .
- a) Expansion of firm
 - b) Abundance of labour
 - c) Abundance of capital
 - d) Consumer preferences
- viii) _____ is the process of attracting candidates to apply for the job in the organisation.
- a) Recruitment
 - b) Selection
 - c) Induction
 - d) None of the above
- ix) Training is most effective in resolving _____.
- a) Attitudinal problems
 - b) poor motivation
 - c) Skill gaps
 - d) attendance issues
- x) Following the Model Grievance procedure, the Grievance

Committee shall make its recommendations within _____ da

- a) 7 b) 2 c) 3 d) 10

xi) Which one of the following is regarded as disqualification for future employment?

- a) Suspension b) Demotion
c) Dismissal d) Discharge

xii) Underwork load analysis means

- a) the volume of workload of previous years is analyzed
b) the volume of workload of coming years is analyzed
c) the volume of workload of current year is analyzed
d) the volume of workload of previous & current year is analyzed.

GROUP - B

(Short Answer Type Questions)

Answer any three of the following. 3x5=

2. Differentiate between HRD & HRM.
3. What is grievance management? What is its importance?
4. What do you mean by fringe benefits?
5. What is meant by Human Resource Information System (HRIS)? What is its role?
6. Outline the problems that Trade Unions are faced within India.

GROUP - C

(Long Answer Type Questions)

Answer any three of the following. 3x15=

7. Explain the various steps of the human resource planning process along with a diagram. What do you understand by Demand Forecasting? Discuss any two techniques of Demand Forecasting.

8. What is performance appraisal? Explain one traditional and one modern methods of performance appraisal. What are the common performance appraisal errors?

2+8+5

9. Define Industrial Dispute. What are the major forms of industrial dispute? What is the different industrial dispute settlement machinery available under Industrial dispute Act, 1947?

2+4+9

10. What is Collective bargaining? What are the prerequisites of successful collective bargaining? Explain in brief, the procedure of collective bargaining.

3+4+8

11. Write short notes on any three of the followings:

3x5=15

- i) Labour Welfare
- ii) Job Rotation
- iii) Off-the-job methods of training
- iv) Concept of wage in India
- v) 360° feedback