

CS/BBA(H)/BIRM/BSCM/Even/Sem-4th/BBA-405/2015



WEST BENGAL UNIVERSITY OF TECHNOLOGY

BBA-405

HUMAN RESOURCE MANAGEMENT-I

Time Allotted: 3 Hours

Full Marks: 70

The questions are of equal value.

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. Answer any *ten* questions.

10 × 1 = 10

- (i) _____ training is also called T group training
- (A) Sensitivity (B) Transactional analysis
(C) Delphi (D) None of these
- (ii) Full form of BARS is
- (A) Behavioral Anchored Rating Scale
(B) Behavioral Anchoring Rating Scale
(C) Behavioral Anchored Ranking Scale
(D) None of these
- (iii) Characteristics of collective bargaining is
- (A) bipartite process (B) discontinuous process
(C) static process (D) not related with power

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- (iv) Forecasting of human resource begin with current human resource inventory called
- (A) HRA (B) HRIS
(C) HRP (D) VRS
- (v) Johari Window is one kind of
- (A) on the job training (B) off the job training
(C) both (A) and (B) (D) none of these
- (vi) The objective of _____ is to check whether the candidate is willing or able to do the job sincerely and is suitable for the organization
- (A) recruitment (B) selection
(C) interview (D) induction
- (vii) _____ is the problem of stimulating the candidates to apply for a job in the organization
- (A) Induction (B) Selection
(C) Recruitment (D) None of these
- (viii) _____ Technique is named after an ancient Greek oracle
- (A) Work study (B) Ratio trend analysis
(C) Delphi (D) None of these
- (ix) _____ relates to information relates to assets, production, marketing etc
- (A) HRIS (B) MIS
(C) HRP (D) None of these
- (x) The system of recruitment where existing employees refer their family members is called
- (A) departmentation (B) employee referrals
(C) rating (D) none of these

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- (xi) Which of the following is not a modern performance appraisal technique?
- (A) 360 degree appraisal (B) MBO method
(C) confidential method (D) HRA method

GROUP B
(Short Answer Type Questions)

Answer any *three* questions.

3×5 = 15

2. Write down the differences between Training and Development.
3. What are the difference between wage and salary?
4. What type of errors are faced by the rater at performance appraisal?
5. What is progressive discipline? How does it differ from negative discipline?
6. Discuss the role of the HR Manager in relation to the challenges faced by modern organization?

GROUP C
(Long Answer Type Questions)

- Answer any *three* questions. 3×15 = 45
7. Define Human Resource planning. Why Human resource planning is required? 2+3+10
Discuss any one technique of manpower demand analysis?
 8. What is discipline? What are the causes and effects of Grievances? How are Grievances handled within organizations? 3+5+7
 9. Discuss the modern performance appraisal techniques? Which one do you recommend for modern service-oriented organizations? 15
 10. Define the structure of trade union? Discuss any two approaches of Industrial Relation. What are the main objectives of collective bargaining? 4+8+3
 11. What is the role of workers committee in workers' participation management? What are objectives of Wage and salary administration? Write a short note on Quality Circles. 5+5+5