

CS/BBA(H)/BIRM/BSCM/EVEN/SEM-4/BBA-405/2015-16



**MAULANA ABUL KALAM AZAD UNIVERSITY OF
TECHNOLOGY, WEST BENGAL**

Paper Code : BBA-405

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 : $10 \times 1 = 10$
- i) The system of recruitment where existing employees refer their family members is called
 - a) Departmentation
 - b) Employee Referrals
 - c) Rating
 - d) None of these.
 - ii) Which of the following is not a modern method of performance appraisal technique ?
 - a) HRA method
 - b) MBO method
 - c) 360 degree appraisal
 - d) Confidential method.

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[Turn over

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- iii) Which of the following is a form of Grievance ?
- a) Disguised Grievance
 - b) Individual Grievance
 - c) Perceived Grievance
 - d) None of these.
- iv) Which of the following is not the step of Recruitment ?
- a) Planning
 - b) Strategy development
 - c) Employee maintenance
 - d) Evaluation & control.
- v) Which of the following is not a feature of collective bargaining ?
- a) Strength
 - b) Flexibility
 - c) Dynamism
 - d) None of these.
- vi) Training is most effective in resolving
- a) Skill gaps
 - b) Attitudinal problems
 - c) Poor motivation
 - d) Attendance issues.
- vii) JIT method of training means
- a) Job Induced Training
 - b) Just in Time
 - c) Job Information Technique.
 - d) Job Instruction Training.
- viii) The Trade Union Act was enacted in
- a) 1920
 - b) 1940
 - c) 1923
 - d) 1926.

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- ix) Demand for Human Resources is created by
- Abundance of labour
 - Abundance of capital
 - Expansion of firm
 - Consumer preferences.
- x) Which are the causes for poor industrial relations ?
- Economic Factors
 - Social Causes
 - Political Causes
 - All of these.
- xi) Which technique is named after an ancient Greek oracle ?
- Ratio Trend analysis
 - Delphi
 - Work Study
 - None of these.

GROUP - B

(Short Answer Type Questions)

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

- State the differences between Personnel Management and Human Resource Management.
- Explain the need of Human Resource Planning in an organisation.
- Differentiate between Training and Development.
- Explain the characteristics of sound disciplinary system.
- Outline the idea of demand forecasting.

GROUP - C

(Long Answer Type Questions)

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

- Discuss the different welfare schemes. Define some of the HR related policies. Explain the term "Fringe Benefits". Explain its common types. $5 + 5 + 5$

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

2 + 8 + 5

9. Explain with the help of diagram the selection procedure followed in any organization. Discuss the major methods of managerial training and development methods.

10. a) Define collective bargaining. Discuss the collective bargaining process. 2 + 4

- b) Define Trade Union. Briefly discuss the structure of trade union. Why do employees join trade unions ? 3 + 3 + 3

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

3 × 5 = 15

- a) Coaching
 - b) Employee interview
 - c) 360 degree feedback system
 - d) Works committee
 - e) Quality Circles.
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