



Name : .....

Roll No. : .....

Invigilator's Signature : .....

**CS/BBA (H)/BIRM/BSCM/SEM-4/BBA-405/2010**

**2010**

**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) The objective of ..... is to whether the candidate is willing or able to do the job sincerely and is suitable to the organization.
  - a) recruitment
  - b) selection
  - c) interview
  - d) induction.
- ii) ..... 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.
- iii) ..... technique is named after an ancient Greek oracle.
  - a) Work study
  - b) Ratio trend analysis
  - c) Delphi
  - d) None of these.



- iv) Forecasting of human recourse begin with current human resource inventory called
- a) Human resource audit    b) HRIS  
c) HRP                                    d) VRS.
- v) ..... relates to information relates to assets, production, marketing etc
- a) HRIS                                    b) MIS  
c) HRP                                    d) None of these.
- vi) The system of recruitment where existing employees refer their family members is called
- a) Departmentation            b) Employee referrals  
c) Rating                                    d) None of these.
- vii) ..... training is also called T-group training.
- a) Sensitivity                            b) Transactional analysis  
c) Delphi                                    d) None of these.
- viii) Which of the following is not the step of Recruitment ?
- a) Planning  
b) Strategy development  
c) Employee maintenance  
d) Evaluation and control.
- ix) Characteristics of Collective bargaining is
- a) Bipartite process  
b) Discontinuous process  
c) Static process  
d) Not related with power.



- x) Which of the following is not an ethical principle of participation ?
- a) Mortality
  - b) Natality
  - c) Loss of self-respect
  - d) Recognition of human dignity.
- xi) Indian Labour Conference was held in
- a) 1957
  - b) 1947
  - c) 1997
  - d) 1978.
- xii) 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* of the following.  $3 \times 5 = 15$

2. State the differences between personnel management and human resource management.
3. What do you mean by HRP process ?
4. Differentiate between recruitment and selection.
5. What is job analysis ? State its advantages.
6. What are the causes of industrial disputes ?



**GROUP – C**

**( Long Answer Type Questions )**

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

7. a) Distinguish between training and development.  
b) Discuss the major types of managerial training and development.
8. Explain the different steps of selection. Discuss various types of interview.  $8 + 7$
9. "Performance appraisal fails due to personal biases". Discuss the statement in the light of errors in performance appraisal. Discuss any two modern methods of performance appraisal.  $7 + 8$
10. Discuss the essentials of a sound wage and salary structure. What are the different types of wage incentive plans ? What do you mean by fringe benefits ?  $5 + 5 + 5$
11. a) Explain the machinery for prevention and settlement of industrial disputes in India.  
b) Write a note on the role of trade unions in an organisation.  $10 + 5$
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