



Name :

Roll No. :

Invigilator's Signature :

CS/BBA (H), BIRM, BSCM/SEM-4/BBA-405/2011

2011

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) Full form of ILC is
 - a) International Labour Council
 - b) Inter Line Committee
 - c) International Labour Commission
 - d) none of these.

- ii) The Industrial Dispute Act was enacted in
 - a) 1965
 - b) 1985
 - c) 1942
 - d) 1947.



- iii) Full form of BARS is
 - a) Behavioural Anchored Rating Scale
 - b) Behavioural Anchoring Rating Scale
 - c) Behavioural Anchored Ranking Scale
 - d) none of these.
- iv) The name of the father of IR is
 - a) F. W. Taylor
 - b) Fayol
 - c) Webber
 - d) Dunlop.
- v) The Trade Union Act was enacted in
 - a) 1923
 - b) 1920
 - c) 1926
 - d) 1940.
- vi) Amongst the following which is not an external source of recruitment ?
 - a) AD
 - b) Internet
 - c) Transfer
 - c) Consultancy.
- vii) technique is named after an ancient Greek oracle.
 - a) Work study
 - b) Ratio trend analysis
 - c) Delphi
 - d) none of these.
- viii) is the problem of stimulating the candidates to apply for the job in the organization.
 - a) Induction
 - b) Selection
 - c) Recruitment
 - d) none of these.

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GROUP – C

(Long Answer Type Questions)

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

7. What is discipline ? What are the causes and effects of grievances ? How are the grievances handled within the organization ? $3 + 5 + 7$
8. Discuss the modern performance appraisal techniques. Discuss the different training techniques. $7 + 8$
9. Define the structure of trade union. Discuss any two approaches of Industrial Relation. What are the main objectives of collective bargaining ? $4 + 8 + 3$
10. Discuss the different labour welfare schemes. Define some HR related policies. What are the main causes of industrial disputes ? $5 + 5 + 5$
11. What is the impact of workers committee in workers' participation management ? Discuss the process of human resource planning. What are objectives of wage and salary administration ? $6 + 5 + 4$

