

CS/BBA(H)/Even/6th Sem/ 'BBA-603/2014

2014

Human Resource Management III

Time Alloted : 3 Hours

Full Marks : 70

**The figure 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:

10x1=10

- i) **Industrial Employment (Standing Order) Act was formulated and amended in _____ and _____ respectively.**
- | | |
|---------------|---------------|
| a) 1946, 1982 | b) 1947, 1982 |
| c) 1946, 1980 | d) 1949, 1989 |
- ii) **Which of these is a step of Positive Discipline?**
- | | |
|---------------------|--------------------|
| a) Oral reprimand | b) Written warning |
| c) Written reminder | d) Suspension |
- iii) **Negative Discipline is _____ in nature.**
- | | |
|---------------------|------------------|
| a) punitive | b) predictive |
| c) both (a) and (b) | d) none of these |
- iv) **Which is not an approach to counseling?**

- a) Cognitive therapies
 - b) Behavioral therapies
 - c) Psychoanalytic therapies
 - d) none of the above
- v) Charge sheet means
- a) sheet consisting of misconducts
 - b) sheet consisting of charges
 - c) sheet consisting of cases
 - d) sheet consisting of disciplinary actions
- vi) Grievances are handled by
- a) IR Manager
 - b) HR Manager
 - c) PR Manager
 - d) Union Leader
- vii) From the following which is a Principle of Natural Justice
- a) Disobey superior
 - b) Hear the other party
 - c) Confess the misconduct
 - d) None of the above
- viii) Which one of the following is not a criterion under McGregor's Hot Stove Rule?
- a) Immediate
 - b) Impersonal,
 - c) Regular
 - d) Consistent
- ix) "No one can be the judge in his own cause." - Which Laws of Discipline this concept belong to?
- a) Code of conduct
 - b) Industrial Employment Standing orders Act, 1946,
 - c) The Central Civil Service Rules,
 - d) Principles of nature justice.
- x) Which one of the following may be used by the organization to know about grievance?
- a) Appraisal Interview
 - b) Gripe Box
 - c) Organization chart

d) Suggestion box .

xi) Which one of the following is not a type of counseling method?

- a) Directive Counseling,
- b) Non-Directive Counseling,
- c) Eclectic Counseling,
- d) Individual Counseling-

xii) Negative discipline is

- a) Imposing penalties for wrong behavior,
- b) giving awards and recognition
- c) marked by two - way communication,
- d) none of these

GROUP - B

(Short Answer Type Questions)

Answer any *three* of the following. 3x5=15

2. Write a short note on McGregor's Red Hot Stove Rule.
3. What are the causes of Industrial Grievance? Explain each cause briefly.
4. Write a short note on principles of natural justice.
5. Explain the difference of the concept of "Lay off" and "Lock out" in Industrial Disput Act, 1947.
6. What are the guidelines that one should follow to maintain a sound disciplinary system?

GROUP - C

(Long Answer Type Questions)

Answer any *three* of the following. 3x15=45

7. Define counseling. What are the approaches of counseling?
Discuss the skills required of a Good counselor.

2 + 8 + 5

CS/BBA(H)/Even/6th Sem/BBA/BBA-603/2014

8. a) Discuss the objectives of Industrial Employment(Standing Order) Act.
b) What are the various acts and omissions that are considered as misconduct under this Act?
c) State the procedure for disciplinary action for misconduct under this Act.

5+5+5

9. What is Discipline? Enumerate the features and the objectives of Discipline. Explain the different ways to avoid Employee -grievance in a work place

2+8+5

10. Explain the difference between Punishment and Penalty .A employee is making continuous absenteeism, irregularities and late coming as a regular practice. Frame a charge-sheet or show-cause letter against the person. When can an employee challenge a punishment awarded by the organization.

3 + 7 + 5

11. When positive discipline is powerful than negative discipline- Explain. Who is the appropriate disciplinary authority? What are the steps of an ideal disciplinary process?

4 + 4 + 7