



Name :

Roll No. :

Invigilator's Signature :

CS/BBA(O)/SEM-6/BBAE-601D/2010

2010

PERSONNEL MANAGEMENT

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 the following : $10 \times 1 = 10$

i) Recruitment is the

a) positive process b) negative process

c) planning process d) selection process.

ii) Wages are given to the

a) employees b) workers

c) white collar workers d) managers.



ix) The most effective method of settling industrial disputes is

- a) collective bargaining b) arbitration
c) conciliation d) adjudication.

x) Job analysis consists of

- a) recruitment b) selection
c) job enrichment d) job specification.

GROUP – B

(Short Answer Type Questions)

Answer any *three* of the following. 3 × 5 = 15

2. State the difference between Living Wage and Fair Wage.
3. What is morale ? State some ways to improve morale.
4. State how employee records may be maintained.
5. Point out the advantages of Written Personnel Policy.
6. Define the concept of Workers' Participation in Management.

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GROUP – C

(Long Answer Type Questions)

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

7. Define Personnel Management. Explain the main functions of personnel management. 5 + 10

8. What do you mean by job evaluation ? Critically explain the quantitative and non-quantitative methods of job evaluation. 5 + 10

9. State the meaning of discipline and indiscipline. Analyse the different steps to be followed while conducting disciplinary procedure. Discuss them in detail. 5 + 10

10. How do you define grievance ? Discuss in detail, the model grievance procedure suggested by the National Commission of Labour. 5 + 10

11. What do you mean by human resource planning ? Explain the different steps to be followed while doing human resource planning of an organization. Discuss them in detail. 5 + 10
