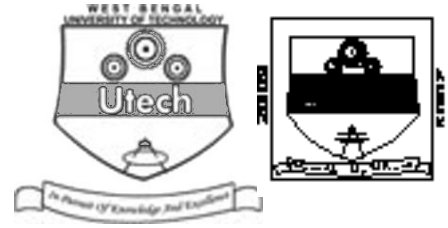


**HUMAN RESOURCE MANAGEMENT-III ( SEMESTER - 6 )**

**CS/BBA (H)/SEM-6/BBA-603/09**



1. ....  
Signature of Invigilator

2. ....  
Signature of the Officer-in-Charge

Reg. No.

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Roll No. of the Candidate

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**CS/BBA (H)/SEM-6/BBA-603/09  
ENGINEERING & MANAGEMENT EXAMINATIONS, JUNE – 2009  
HUMAN RESOURCE MANAGEMENT-III ( SEMESTER - 6 )**

Time : 3 Hours ]

[ Full Marks : 70

**INSTRUCTIONS TO THE CANDIDATES :**

- This Booklet is a Question-cum-Answer Booklet. The Booklet consists of **32 pages**. The questions of this concerned subject commence from Page No. 3.
- In **Group – A**, Questions are of Multiple Choice type. You have to write the correct choice in the box provided **against each question**.
  - For **Groups – B & C** you have to answer the questions in the space provided marked 'Answer Sheet'. Questions of **Group – B** are Short answer type. Questions of **Group – C** are Long answer type. Write on both sides of the paper.
- Fill in your Roll No. in the box** provided as in your Admit Card before answering the questions.
- Read the instructions given inside carefully before answering.
- You should not forget to write the corresponding question numbers while answering.
- Do not write your name or put any special mark in the booklet that may disclose your identity, which will render you liable to disqualification. Any candidate found copying will be subject to Disciplinary Action under the relevant rules.
- Use of Mobile Phone and Programmable Calculator is totally prohibited in the examination hall.**
- You should return the booklet to the invigilator at the end of the examination and should not take any page of this booklet with you outside the examination hall, **which will lead to disqualification**.
- Rough work, if necessary is to be done in this booklet only and cross it through.

**No additional sheets are to be used and no loose paper will be provided**

**FOR OFFICE USE / EVALUATION ONLY**

Marks Obtained

Group – A

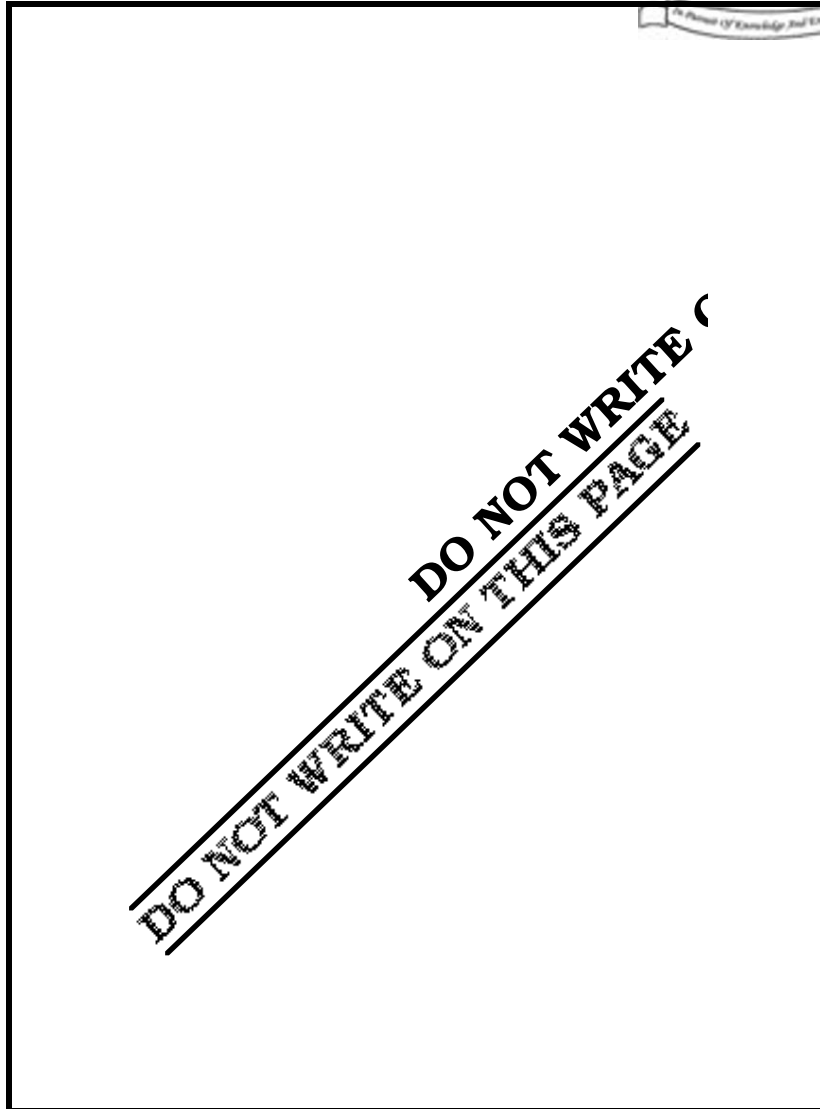
Group – B

Group – C

Question Number											Total Marks	Examiner's Signature
Marks Obtained												

.....  
**Head-Examiner/Co-Ordinator/Scrutineer**

**6753 (09/06)**





**ENGINEERING & MANAGEMENT EXAMINATIONS, JUNE - 2009**  
**HUMAN RESOURCE MANAGEMENT-III**  
**SEMESTER - 6**



Time : 3 Hours ]

[ Full Marks : 70

**GROUP – A**

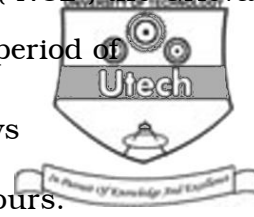
**( Multiple Choice Type Questions )**

1. Choose the correct alternatives for any *ten* of the following : 10 × 1 = 10
- i) ILO stands for
    - a) Indian Labour Organization
    - b) International Labour Organization
    - c) None of these.
  
  - ii) Imaginary grievance is a
    - a) grievance handling procedure
    - b) form of grievances
    - c) grievance management type
    - d) none of these.
  
  - iii) Suspension is a form of
    - a) grievance
    - b) discipline
    - c) misconduct
    - d) none of these.
  
  - iv) Before taking any disciplinary action, management must hold
    - a) domestic enquiry
    - b) charge sheet
    - c) suspension order
    - d) none of these.



v) According to the National Commission of Labour ( NCL ) the Grievance Committee should give the decision to the grievant within a period of

- a) 3 days
- b) 7 days
- c) 48 hours
- d) 24 hours.



vi) The purpose of Standing Orders at the Plant Level is to

- a) regulate IR
- b) maintain rules and regulations
- c) both (a) and (b)
- d) none of these.

vii) Model Standing Orders classify workers into ..... category/ies.

- a) 6
- b) 4
- c) 1
- d) 2.

viii) 'Pink Slips' are also known as ..... warnings.

- a) oral
- b) written
- c) both (a) and (b)
- d) none of these.

ix) The Industrial Standing Order Act was passed in

- a) 1986
- b) 1965
- c) 1946
- d) 1947.

x) Grievances are handled by

- a) IR Manager
- b) HR Manager
- c) PR Manager
- d) Union Leader.

xi) In the court case related to misconduct, the officer on behalf of organization is called

- a) enquiry officer
- b) presenting officer
- c) advocate
- d) charge sheeted employee.



- xii) Charge sheet means
- sheet consisting of charges
  - sheet consisting of misconducts
  - sheet consisting of cases
  - sheet consisting of disciplinary action.



### GROUP – B

#### ( Short Answer Type Questions )

Answer any *three* of the following questions.

3 × 5 = 15

- What are the essential features of a good grievance procedure ?
- Write a short note on Suspension.
- Bring out the difference between positive discipline and negative discipline.
- What are the different functions of counselling ?
- State any five instances of indiscipline in industry with suitable examples.

### GROUP – C

#### ( Long Answer Type Questions )

Answer any *three* of the following questions.

3 × 15 = 45

- Examine the statutory provisions concerning discipline in Indian Industry. 15
- What is punishment ?
  - What are the different types of punishments ?
  - Discuss the limitations of using punishment as a strategy for dealing with the problem of indiscipline. 3 + 4 + 8
- What do you mean by employee counselling ?
  - Explain the need for counselling.
  - Briefly explain the counselling process. 3 + 5 + 7



10. a) What are the objectives of Industrial Employment ( Standing Orders ) Act ?
- b) Mention the various acts and omissions to be treated as misconduct under the said act ? What are the procedures for taking disciplinary action for misconduct under the Act ?
11. Frame a Charge Sheet to Mr. Rajib Khan, who is an employee in the production department of ABC Co. Pvt. Ltd. He has abused his immediate boss Mr. Sanjoy Singh, Sr. Executive of the Co. and found drunk during duty hours in the morning shift on 25. 03. 2009. He was also found coming late to duty most of the days and is also habituated in taking leave in an unauthorized manner. For this reason he has been cautioned more than three times in the last twelve months.



5 + 5 + 5

15

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END