



Name : .....

Roll No. : .....

Invigilator's Signature : .....

**CS/BBA (H)/SEM-6/BBA-603/2010  
2010**

**HUMAN RESOURCE MANAGEMENT-III**

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) Negative discipline is ..... in nature.
  - a) predictive
  - b) punitive
  - c) both (a) and (b)
  - d) none of these.
  
- ii) Manpower planning is done
  - a) for V.R. policy
  - b) to retrench people
  - c) to satisfy trade union
  - d) to give correct picture about manpower requirement.



- iii) HR manager's quality is assessed by
- a) physical strength
  - b) tough attitude
  - c) pleasing tendency
  - d) capacity to guide and motivate.
- iv) An example of minor offence is
- a) violation of safety rules
  - b) drugs at work place
  - c) theft of employer property
  - d) none of these.
- v) The Red Hot Stove Rule was developed by
- a) Maslow
  - b) Porter
  - c) McGregor
  - d) none of them.
- vi) Industries Act came into force in
- a) 1946
  - b) 1947
  - c) 1948
  - d) 1949.
- vii) Discipline that is enforced on the individual is called
- a) negative discipline
  - b) reward
  - c) positive discipline
  - d) grievance.
- viii) The first step in disciplinary procedure is
- a) suspension
  - b) follow-up
  - c) issuing charge sheet
  - d) termination of service.



- ix) Which is not an approach to counselling ?
- a) Cognitive therapies
  - b) Behavioural therapies
  - c) Psychoanalytic therapy
  - d) Theory X.
- x) Which is a misconduct amongst the following ?
- a) Working sincerely      b) Talking to a colleague
  - c) Coming late              d) Smiling.
- xi) A violation of established rules, regulations and procedures is known as
- a) misconduct              b) punishment
  - c) counselling              d) grievance.
- xii) Stealing is an example of
- a) minor offence      b) major offence
  - c) punishment              d) none of these.

**GROUP – B**

**( Short Answer Type Questions )**

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

2. Explain the need for employee counselling.
3. What are the guidelines to be considered in framing of charges ?
4. Explain the concept of 'Quality of Work Life'.
5. Write a short note on code of discipline.
6. Elaborate the concept of Hot Stove Approach.



**GROUP – C**

**( Long Answer Type Questions )**

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

7. a) What are the causes and effects of grievances ?  
b) How are grievances handled in an organisation ?  
c) Explain the model grievance procedure.  $6 + 4 + 5$
8. a) What is performance appraisal ?  
b) Explain the methods of performance appraisal.
9. Define the term 'Discipline'. Explain with examples the types of discipline noticed in the Indian industries. Discuss the various penalties and punishments awarded to the accused employee in order to maintain discipline in an organization.  
 $2 + 6 + 7$
10. Frame a charge sheet of Mr. Vinod Mishra.  
He is an employee in the conditioning department of XYZ Steel ( Pvt. ) Ltd. He has physically abused his co-worker, Mr. Gulam Hakim and found attending duty without wearing safety gears like safety boots, safety helmets, gloves etc. in the night shift on 10/01/2010. He was also found often roaming around during working hours, and is habituated in absenteeism. For this reason he has been cautioned more than two times in the last 8 months.
11. a) State the concept of natural justice.  
b) Discuss the steps involved in disciplinary procedure.  
 $5 + 10$

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