



Name :
Roll No. :
Invigilator's Signature :

CS/BBA (H)/SEPARATE SUPPLE/SEM-6/BBA-603/2011

2011

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 correct alternatives for any *ten* of the following :

10 × 1 = 10

- i) Which of the following is not a common disciplinary performance related problem ?
 - a) Failure to complete assigned tasks
 - b) Producing substandard products
 - c) Falsifying work records
 - d) Failure to meet production norms.
- ii) All of the following are steps of positive discipline approach except
 - a) An oral reminder
 - b) A written reminder
 - c) A written warning
 - d) A decision-making leave.



- iii) _____ is not a cause of indiscipline
- a) Absence of effective leadership
 - b) Unfair management practices
 - c) Trade union
 - d) Communication barriers.
- iv) _____ is a step of grievance procedure
- a) Collect data
 - b) Open door policy
 - c) Exit interviews
 - d) Opinion survey.
- v) Which one is not included in the consequences of red hot stove rule ?
- a) Burns immediately
 - b) Burns impersonally
 - c) Burns severely
 - d) Provides warning.
- vi) The Industrial Employment Act was framed in the year
- a) 1st April 1946
 - b) 1st April 1947
 - c) 18th September 1946
 - d) 18th September 1947.
- vii) The "Red Hot Stove Rule" was suggested by
- a) Pavlov
 - b) Maslow
 - c) McGregor
 - d) Hertzberg.
- viii) Closing of a place of employment or the suspension of work is known as
- a) Lay Off
 - b) Retrenchment
 - c) Strike
 - d) Lock Out.
- ix) The different modes of settlement of industrial disputes are :
- a) Arbitration
 - b) Conciliation
 - c) Adjudication
 - d) All of these.



- x) "Discussion of an emotional problem with an employee with a general objective of decreasing it is known as :
- a) Mentoring
 - b) Cognizance
 - c) Counselling
 - d) Cooperation.
- xi) The object of Industrial Disputes Act is :
- a) To better the relationship between the Government & the Employer.
 - b) To decrease the Lay Off of the workmen.
 - c) To encourage Collective Bargaining & to maintain Industrial Peace.
 - d) all of these.

GROUP - B

(Short Answer Type Questions)

Answer any *three* of the following. $3 \times 5 = 15$

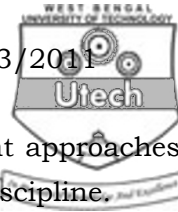
- 2. Discuss the causes & effect of grievance at workplace. 5
- 3. Distinguish between Positive & Negative discipline. 5
- 4. Write short notes on the following : $2 \times 2\frac{1}{2} = 5$
 - a) Misconduct.
 - b) Self Discipline.
- 5. Write a short note on "The Red Hot Stove Rule." 5

GROUP - C

(Long Answer Type Questions)

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

- 6. Discuss the Principles of Natural Justice & Domestic Enquiry. discuss the functions of Counselling. $10 + 5 = 15$



7. Define Discipline. Write in detail the different approaches to Discipline. State the different guidelines of Discipline.

2 + 8 + 5 = 15

8. Discuss about the different forms of grievances in an organization. What are the steps in Grievance Procedure ? What are ways of discovering grievance in an organization ?

5 + 5 + 5 = 15

9. Discuss the scope & object of The Industrial Disputes Act. Define the different modes of Settlement of Industrial Disputes.

2 + 5 + 8 = 15

10. Write short notes on any *three* of the following : 3 × 5

- a) Lock-Out
- b) Retrenchment
- c) Lay Off
- d) Strike.

