



Name :

Roll No. :

Invigilator's Signature :

CS/BBA (H)/SEP. SUPPLE/SEM-6/BBA-603/2012

2012

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) According to model grievance procedure the departmental head, when approached formally, should give a solution to an aggrieved employee within
 - a) 24 hours
 - b) 36 hours
 - c) 48 hours
 - d) 72 hours.
- ii) Negative discipline is
 - a) Preventive
 - b) Punitive
 - c) both (a) and (b)
 - d) autocratic in nature.
- iii) An example of a minor offence is
 - a) Late coming
 - b) theft of employer's property
 - c) drugs at workplace
 - d) all of these.



- iv) Red Hot Stove rule was developed by
- a) McGregor b) Maslow
c) Herzberg d) Lewin.
- v) Industrial Dispute Act came into force in
- a) 1948 b) 1947
c) 1949 d) 1946.
- vi) The first step in disciplinary procedure is
- a) charge sheet b) suspension
c) enquiry d) termination.
- vii) Counselling is a
- a) cognitive therapy
b) behavioural therapy
c) psychoanalytic therapy
d) all of these.
- viii) A fair and just discipline process is based on
- a) Three prerequisites b) Five prerequisites
c) Two prerequisites d) None of these.
- ix) The prerequisites in discipline process are
- a) Rules and regulations
b) a system of progressive penalties
c) an appeal process
d) all of these
e) none of these.



- x) Payment of subsistence allowance to the suspended worker, for First 90 days is
- At the Rate of Fifty per cent
 - At the Rate of Seventy per cent
 - At the Rate of Sixty five per cent
 - No payment.
- xi) Matters to be provided in Industrial Employment (Standing Orders) Act, 1946 are
- classification of workmen
 - Period of working hours
 - Attendance and late coming
 - All of these.
- xii) The causes of grievances are mainly
- Approach and policy of management
 - State of Unionism and Union practices
 - Industrial Behavioral Styles
 - all of these.

GROUP - B

(Short Answer Type Questions)

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

- Explain the process involved in Domestic Enquiry.
- State the different forms of grievances.
- Give an account of Hot-Stove Rule.
- Discuss criteria for giving a Charge Sheet.
- What are the different forms of discipline ?



GROUP - C

(Long Answer Type Questions)

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

7. Briefly discuss the welfare facilities for the workers under the Factories Act, 1948.
 8. What is a grievance ? What steps does the management ought to take for effective redressal of employee's grievances ? What are the different forms of grievances ?
 $4 + 6 + 5$
 9. What is grievance ? What are the major reasons for industrial grievances ? Describe a model grievance procedure as prescribed by the Industrial Dispute Act. $3 + 4 + 8$
 10. How do you define a strike ? What are its differences with a lock out ? What are the major types of strikes ? When can you call a strike illegal ? $2 + 4 + 4 + 5$
 11. Write short notes on any *three* of the following : 3×5
 - a) Counselling
 - b) Domestic Enquiry
 - c) Deviation in work behaviour
 - d) Types of Punishment
 - e) Whistle blowing process.
-