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Name:	\$
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Inviailator'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)

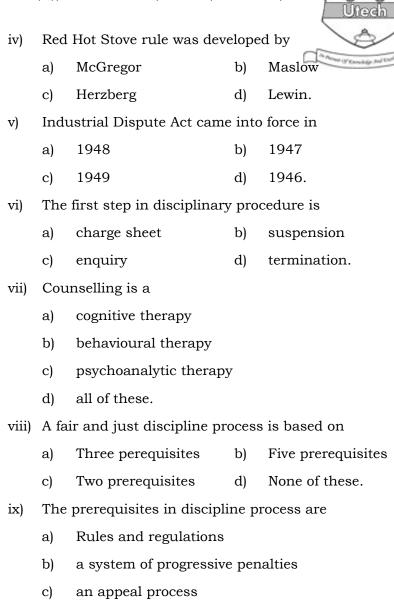
1. Choose the correct alternatives for any *ten* of the following:

 $10 \times 1 = 10$

- 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.

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all of these

none of these.

d)

e)



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

GROUP - B

(Short Answer Type Questions)

Answer any *three* of the following.

 $3 \times 5 = 15$

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



(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?
- 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.

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