



Name :
Roll No. :
Invigilator's Signature :

CS/BBA(H)/SEM-6/BBA-603/2013

2013

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) Which of the following is not a characteristic of the Hot Stove Rule of Discipline ?
- a) Immediacy b) Consistency
c) Forewarning d) Ecrecy.
- ii) Which of the following statements indicates a good disciplinary system ?
- a) An employee must be reprimanded in public
b) An employee must be reprimanded at all
c) An employee must be reprimanded in private
d) None of these.



- iii) Charge sheet means
 - a) sheet consisting of misconducts
 - b) sheet consisting of charges
 - c) sheet consisting of cases
 - d) sheet consisting of disciplinary actions.
- iv) Grievances are handled by
 - a) IR Manager
 - b) PR Manager
 - c) HR Manager
 - d) Union Leader.
- v) Which of the following is a Principle of Natural Justice ?
 - a) Disobey superior
 - b) Confess the misconduct
 - c) Hear the other party
 - d) None of these.
- vi) "No one can be the judge in his own case." Which law of discipline this concept belongs to ?
 - a) Code of Conduct
 - b) Central Civil Services (conduct) Rules
 - c) Principle of Natural Justice
 - d) Industrial Employment Standing Order Act.
- vii) According to the Model Grievance Procedure, what is the time limit given to the management officer to redress any grievance presented verbally to him by the aggrieved employee ?
 - a) 72 hours
 - b) 36 hours
 - c) 24 hours
 - d) 48 hours.
- viii) As per which act a Labour Welfare Officer is to be appointed if there are 500 or more workers are employed ?
 - a) Industrial Disputes Act
 - b) Factories Act
 - c) Maternity Benefit Act
 - d) Industrial Employment Act.



- ix) Discipline that is enforced on the individual is called
- a) Negative discipline b) Reward
c) Positive discipline d) Grievance.
- x) The first step in disciplinary procedure is
- a) Suspension b) Follow-up
c) Issuing charge sheet d) Termination of service.
- xi) Which is not an approach to counselling ?
- a) Cognitive therapies
b) Behavioural therapies
c) Psychoanalytic therapies
d) Theory X.
- xii) Which is a misconduct amongst of the following ?
- a) Working sincerely b) Talking to a colleague
c) Coming late d) Smiling.

GROUP - B

(Short Answer Type Questions)

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

2. What are the causes of Industrial Grievance ? Explain each in brief.
3. Explain the circumstances that may create a need for employee counselling. How does counselling benefit the employee and organisation ?
4. Define misconduct. Explain the types of misconduct in brief.
5. State any five instances of indiscipline in industry with examples.
6. Briefly discuss the mandatory welfare facilities of workers under Factories Act, 1948.



GROUP – C

(Long Answer Type Questions)

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

7. State the concept of natural justice. Discuss the steps in disciplinary procedure.
8. Frame a charge sheet of Mr. Subodh Saxena.
He is an employee in the conditioning department of ABC Steel (Pvt.) Ltd. He has physically abused his co-worker, Mr. Ghulam Ali and found attending duty without wearing safety gears like safety boots, safety helmets, gloves etc. In the night shift on 10/01/2013. 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.
9.
 - a) Discuss the objectives of Industrial Employment (Standing Order) Act.
 - b) What are the various acts and omissions that are considered as misconduct under this act ?
 - c) State the procedure for disciplinary action for misconduct under this act. $5 + 5 + 5$
10. Explain when positive discipline is powerful than negative discipline. Who is the appropriate disciplinary authority ? What are the steps of an ideal disciplinary process ? $4 + 4 + 7$
11. Write short notes on any *three* of the following : 3×5
 - a) Lay off and Lode out as per Industrial Disputes Act, 1947
 - b) Suspension Pending Enquiry
 - c) Punishment & Penalty
 - d) Conciliation
 - e) Model Grievance Procedure.

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