



Name :
Roll No. :
Invigilator's Signature :

CS/BBA(H)/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) is a spoken or written dissatisfaction which is brought to the notice of the management or trade union representative.
 - a) Dissatisfaction
 - b) Complaint
 - c) Grievance
 - d) None of these.
 - ii) 'Code of Discipline' for Indian industries was formulated in the year
 - a) June, 1957
 - b) July, 1957
 - c) October, 1957
 - d) January, 1957.
 - iii) "An Oral warning of reprimand" is a step of disciplinary action suggested by
 - a) Pigors and Myers
 - b) Haneman and TurnBull
 - c) W.R.Spriegal
 - d) none of these.



- iv) The legal definition of 'strike' can be found in
 - a) The Factories Act
 - b) Industrial Disputes Act, 1947
 - c) Workman Compensation Act
 - d) Industrial Employment (Standing Order) Act, 1946.
- v) What type of punishment is known as 'Economic Death Sentence' ?
 - a) Suspension
 - b) Withholding increments
 - c) Fine
 - d) Dismissal.
- vi) A worker can seek for remedies for illegal discharge/dismissal under
 - a) The Factories Act
 - b) Industrial Disputes Act, 1947
 - c) Workman Compensation Act
 - d) Industrial Employment (Standing Order) Act, 1946.
- vii) One of the effective technique of counselling is
 - a) Sympathizing b) Empathizing
 - c) Showing respect d) Ridiculing.
- viii) In case of justice the saying 'Nemo Jude in Causasua' means
 - a) justice would be done to all
 - b) no person shall be a judge in his own case
 - c) every person can be a judge in his own case
 - d) justice delayed in justice denied.
- ix) Which one 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.



- x) 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.
- xi) is not a cause of indiscipline.
- a) Absence of effective leadership
 - b) Unfair management practices
 - c) Trade union
 - d) Communication Barriers.
- xii) is a step of grievance procedure.
- a) Collect data
 - b) Open door policy
 - c) Exit interviews
 - d) Opinion survey.

GROUP - B

(Short Answer Type Questions)

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

2. What do you understand by the term misconduct ? What are its types ?
3. Examine the difference between Layoff and Lock out according to the Industrial Dispute Act.
4. Discuss the different types of punishment depending on the severity.
5. Differentiate between lock out and strike.
6. List the essentials of a good grievance procedure.

GROUP - C

(Long Answer Type Questions)

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

7. What is a grievance ? What are the major causes of grievances in the industry ? Briefly explain the process of handling grievances in an industry properly within time. 'Theory without practice is sterile; practices without theory is blind' - explain this statement keeping the principles of grievance handling in mind.



8. What is positive discipline ? Explain the different steps in details to be adopted by the management to maintain positive discipline in the industry. How Industrial Employment (Standing Order) Act, 1946 helps to maintain positive discipline in an industry ?
9. a) What are the objectives of Industrial Employment ? State its applicability.
- b) Enumerate to various Acts and omissions to be treated as misconduct under the said Act. 8 + 7
10. a) Briefly discuss the welfare facilities of workers under the Factories Act, 1948.
- b) Draft a charge sheet notice for theft in the factory premises. (Make all necessary assumptions). 8 + 7
11. Write short notes on any *three* of the following : 3 × 5
- a) Charge sheet
 - b) Role of Committee in the management of discipline
 - c) Suspension
 - d) Adjudication
 - e) Law of Natural Justice.

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