



Name : .....  
Roll No. : .....  
Invigilator's Signature : .....

**CS / BBA (H) / SEM-6 / BBA-603 / 2011**

**2011**

**HUMAN RESOURCE MANAGEMENT – III**

Time Allotted : 3 Hours

Full Marks : 70

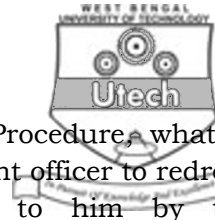
*The figures in the margin indicate full marks.*

*Candidates are required to give their answers in their own words  
as far as practicable.*

**GROUP – A**

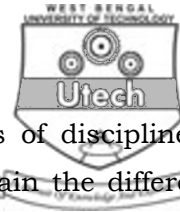
**( Multiple Choice Type Questions )**

1. Choose the correct alternatives for any *ten* of the following :  
10 × 1 = 10
- i) Which one of the following is not a criterion under McGregor's Hot Stove Rule ?
    - a) Immediate
    - b) Impersonal
    - c) Regular
    - d) Consistent.
  - ii) "No one can be the judge in his own cause." — Which Law of Discipline this concept belongs to ?
    - a) Code of Conduct
    - b) Industrial Employment Standing Orders Act, 1946
    - c) The Central Civil Services (Conduct) Rules
    - d) Principles of Natural Justice.
  - iii) Which one of the following may be used by the organization to know about grievance ?
    - a) Appraisal interview
    - b) Gripe box
    - c) Organization chart
    - d) Suggestion box.



- iv) 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.
- v) Which one of the following is not a type of counselling method ?
- a) Directive counselling  
b) Non-directive counselling  
c) Eclectic counselling  
d) Individual counselling.
- vi) Negative discipline is
- a) imposing penalties for wrong behavior  
b) giving awards and recognition  
c) marked by two-way communication  
d) none of these.
- vii) Positive discipline is
- a) one-way communication  
b) fear of penalties and punishment  
c) always chances of lay-off  
d) that discipline where there are clear goals and effective leadership.
- viii) Common disciplinary problems are
- a) Unexcused absence      b) Smoking  
c) Sexual harassment      d) all of these.
- ix) Which of the following is not a cause for indiscipline ?
- a) Absence of effective leadership  
b) Unfair management practices  
c) Communication barriers  
d) Adequate attention to personnel problems.





8. What is Discipline ? What are the features of discipline ? Enumerate the objectives of discipline. Explain the different ways to bring discipline and change in human behaviour. 2 + 3 + 5 + 5
9. Explain the scope and application of Central Services (Conduct) Rules, 1965. Briefly discuss the basic principles of Code of Conduct. Enumerate the general duties of Government Employees under the Central Civil Services (Conduct) Rules. 3 + 5 + 7
10. Explain the meaning of the term Counselling with proper definitions. Explain the different types of counselling. Discuss the various approaches of counselling. 5 + 5 + 5
11. Write short notes on any three of the following : 3 × 5
- a) Negative discipline
  - b) Guidelines of a Disciplinary action/system
  - c) Role of committees in management of discipline
  - d) Domestic enquiry.

=====