



Name :

Roll No. :

Invigilator's Signature :

CS/HM/SEM-5/BHM-505/2009-10

2009

HUMAN RESOURCE MANAGEMENT

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 of the following : 10 × 1 = 10

- i) Trade Union in India is
 - a) an illegal machinery
 - b) a legal machinery
 - c) a political system
 - d) absent everywhere.
- ii) HRM and HRD are
 - a) same thing
 - b) HRD comes under HRM
 - c) HRM comes under HRD
 - d) both come under HRP.



- iii) Which one is not the function of HR department ?
- a) Recruitment
 - b) Training and development
 - c) Market research
 - d) Industrial relations.
- iv) Fringe benefit does not include
- a) salary
 - b) AC room
 - c) transportation
 - d) travelling allowances.
- v) Which one the following is not a managerial function ?
- a) Planning
 - b) Controlling
 - c) Threatening
 - d) Communicating.
- vi) The real function of Training is
- a) impart specific knowledge
 - b) developing wide skills
 - c) improvement of knowledge
 - d) holistic development.
- vii) Managerial communication is a
- a) one-way process
 - b) two-way process
 - c) has many dimensions
 - d) closed communication.
- viii) The real aim of Performance Appraisal is
- a) to find out the deficiency
 - b) to retrench people
 - c) to find out new way of working
 - d) it has no significance.



- ix) Selection is
- a) positive process
 - b) negative process
 - c) both positive and negative process
 - d) neutral process.
- x) TQM means
- a) Time Quality Management
 - b) Total Quantity Management
 - c) Total Quality Management
 - d) Total Qualifying Marks.

GROUP – B

(Short Answer Type Questions)

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

2. Define HRM. Categorise the basic functions of HRM.
3. List the various HR demand forecasting techniques and briefly discuss the Delphi technique of forecasting.
4. Define recruitment. Bring out its purpose and importance.
5. Briefly discuss the educational and training needs in developing hospital personnel.
6. a) Define performance appraisal.
b) Discuss the objectives of performance appraisal.
c) What is 360° appraisal ? Briefly discuss this system of appraisal. $1 + 2 + 2$



GROUP – C
(Long Answer Type Questions)

Answer any *three* of the following.

3 × 15 = 45

7. a) State the concept of morale.
b) How does morale differ from job satisfaction ?
c) Examine the inter-relationship between morale, motivation and productivity. 3 + 4 + 8
8. a) What is meant by employee remuneration ?
b) Briefly discuss the various components of remuneration.
c) What are the factors influencing employee remuneration ? 2 + 5 + 8
9. a) Define a trade union.
b) Why do employees join unions ?
c) Briefly discuss the provisions of the Trade Unions Act, 1926. 2 + 7 + 6
10. a) What is employee safety ?
b) Why is safety needed in an organization ?
c) Briefly discuss legal provisions of safety in an organization. 2 + 6 + 7
11. a) Explain the terms 'promotion' and 'transfer'.
b) State the different types of promotion and transfer.
c) Discuss the role of promotion and transfer in the career planning of the employees. 4 + 5 + 6