



Name :

Roll No. :

Invigilator's Signature :

**CS/HM/SUPPLE/SEM-5/BHM-505/2010
2010**

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 for the following : $10 \times 1 = 10$
 - i) Functions associate with the welfare aspect of labour are concerned with
 - a) manpower planning
 - b) grievance handling
 - c) condition of work, housing, medical etc.
 - d) selection.
 - ii) The important source of recruitment is
 - a) direct source
 - b) indirect source
 - c) internal source
 - d) none of these.



- iii) A careful study of each job to find out first what the job includes, what the job holder does, how he does it, under what conditions the job is performed and the specific qualification of the job holder must possess is known as
 - a) job evaluation
 - b) job analysis
 - c) job design
 - d) job identification.
- iv) In method of performance appraisal, superior and subordinate managers jointly identifies common goals and defines each individual's major areas of responsibilities.
 - a) Human asset counting
 - b) Management by objective
 - c) Bars
 - d) Appraisal by result.
- v) Wages are payable to
 - a) direct workers
 - b) indirect workers
 - c) clerical staff
 - d) officers.
- vi) The Trade Union Act came into force in
 - a) 1956
 - b) 1926
 - c) 1947
 - d) 1963.
- vii) is the process of settling disputes through mutual discussion between management and labour.
 - a) Group discussion
 - b) Collective bargaining
 - c) Gheraos
 - d) Picketing.



- viii) The Personal Manager acts as a/an
- a) advisor
 - b) counsellor
 - c) mediator
 - d) all of these.
- ix) Managerial planning includes training programmes and series of job assignments leading to top positions.
- a) upward
 - b) succession
 - c) position
 - d) none of these.
- x) wage is the amount arrived at after discounting nominal wage by the cost of living.
- a) Minimum
 - b) Real
 - c) Fair
 - d) Incentive.

GROUP – B

(Short Answer Type Questions)

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

2. Write a short note on Quality Circle.
3. Write a short note on Domestic Enquiry.
4. State briefly the functions of H.R. Department.
5. 'H.R. Managers are not born but made.' Do you agree ?
6. State the various sources of recruitment and various methods for recruitment.

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GROUP – C

(Long Answer Type Questions)

Answer any *three* of the following.

3 × 15 = 45

7. Explain the concept of collective bargaining. What are the essential features of collective bargaining process ?
8. What do you mean by the concept of Workers' Participation in Management ?
9. Do you think that it is industrial democracy that given to the workers ?
10. What do you mean by industrial dispute ? What are the different methods of settlement adopted by an organization to resolve industrial dispute ?
11. Discuss the traditional and modern methods of Performance Appraisal. What errors are committed while appraising the performance of employees ?

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