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### 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.

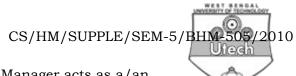
# GROUP - A ( Multiple Choice Type Questions )

- 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.

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iii)	incl und spec	udes, what the job ho	older e jot	nd out first what the job does, how he does it, o is performed and the holder must possess is		
	a)	job evaluation	b)	job analysis		
	c)	job design	d)	job identification.		
iv)	com	erior and subordinate	maı	performance appraisal, nagers jointly identifies individual's major areas		
	a)	Human asset counting	g			
	b) Management by objective					
	c)	Bars				
	d)	Appraisal by result.				
v)	Wag	ges 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		



GROUP – B ( Short Answer Type Questions )							
	c)	Fair	d)	Incentive.			
	a)	Minimum	b)	Real			
x)	wage is the amount arrived at after discounting nominal wage by the cost of living.						
	c)	position	d)	none of these.			
	a)	upward	b)	succession			
,	prog	_	_	assignments leading to			
ix)	Man	agerial	planı	ning includes training			
	c)	mediator	d)	all of these.			
	a)	advisor	b)	counsellor			
viii)	The	Personal Manager acts a	as a/	an			

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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# ( Long Answer Type Questions

Answer any three of the following.



- 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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