



Name :

Roll No. :

Invigilator's Signature :

CS/HM/SEM-5/BHM-505/2012-13

2012

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 × 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 comes under HRP.

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- iii) Fringe benefit does not include
- a) Salary
 - b) AC Room
 - c) Transportation
 - d) Industrial relations.
- iv) Which one of the following is not a managerial function ?
- a) Planning
 - b) Controlling
 - c) Communicating
 - d) Threatening.
- v) Which one of the following is not the function of HR department ?
- a) Recruitment
 - b) Training and Development
 - c) Market Research
 - d) Industrial relations.
- vi) TQM means
- a) Time Quality Management
 - b) Total Quality Management
 - c) Total Quantity Management
 - d) Total Qualifying Marks.
- vii) Selection is
- a) positive process
 - b) negative process
 - c) both positive and negative process
 - d) neutral process.



- viii) The real function of training is
- impart specific knowledge
 - developing wide skills
 - improvement of knowledge
 - holistic development.
- ix) Managerial communication
- is one-way process
 - is two-way process
 - has many dimensions
 - is closed communication.
- x) The real aim of performance appraisal is
- to find out the deficiency
 - to retrench people
 - to find out new way of working
 - it has no significance.

GROUP - B

(Short Answer Type Questions)

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

- What is performance appraisal ? What are its uses ?
- Differentiate between training and development.
- What do you mean by VRS and Golden Hand shake ?
- Discuss the common errors in selection process.

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6. Discuss the concept of collective bargaining.

7. What are the factors affecting job design ?



GROUP - C

(Long Answer Type Questions)

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

8. a) What is Human Resource Management ?
b) Explain the various stages in the Human Resource Planning.
c) State the reasons as to why organization needs to undertake HRP ? $2 + 8 + 5$
9. a) State the various recruitment sources that are available in a Hospital.
b) Briefly discuss the steps followed in the selection process.
c) What are the factors effecting Recruitment Process ? $4 + 4 + 7$
10. a) Define the concept of Motivation.
b) How does morale differ from Job Satisfaction ?
c) How do you explain the inter-relationship between morale, motivation and productivity ? $2 + 4 + 9$
11. a) Define performance appraisal.
b) Why it is necessary in a hospital ?
c) Explain the various steps involved in performance appraisal process. $2 + 5 + 8$