Name : ....

Roll No. : ....

Invigilator's Signature : ....

CS/HM/SEP.SUPPLE/SEM-5/BHM-505/2012

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)
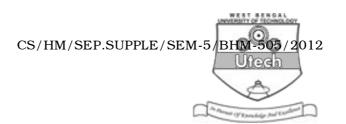
1. Choose the correct alternatives for any *ten* of the following :

    $10 \times 1 = 10$

    i)   Development process is designed with the help of

    a)   Managerial personnel

    b)   Non-managerial personnel

    c)   Executive personnel

    d)   None of these.

    ii) Promotion means

    a)   Improvement in pay

    b)   Development in pay

    c)   Negative action

    d)   None of these.

    iii) Human Resource Management is a

    a)   Reactive process

    b)   Proactive process

    c)   Both (a) and (b)

    d)   None of these.

SS-33   [Turn over

iv) 360° Appraisal is a

    a)   Modern Performance Appraisal method

    b)   Traditional Performance Appraisal Method

    c)   Not at all a Performance appraisal Method

    d)   None of these.

v) The disadvantage of rating scale is

    a)   Cost   b)   Feedback

    c)   Time involved   d)   None of these.

vi) Fringe benefit does not include

    a)   salary

    b)   AC room

    c)   transportation

    d)   travelling allowances.

vii) The real function of Training is

    a)   impart specific knowledge

    b)   developing wide skills

    c)   improvement of knowledge

    d)   holistic development.

viii) MDP means

    a)   Management Development Programme

    b)   Management Downsizing Proramme

    c)   Mid-day Development Programme

    d)   None of the above.

ix) TQM means

    a)   Time Quality Management

    b)   Total Quality Management

    c)   Total Quantity Management

    d)   Total Qualifying Marks.

x) Selection is

    a) positive process

    b) negative process

    c) both positive and negative processes

    d) neutral process.

xi) Managerial communication

    a) is a one-way process

    b) is a two-way process

    c) Has many dimensions

    d) is closed communication.

xii) 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.

GROUP – B

(Short Answer Type Questions)

Answer any *three* of the following.   3 × 5 = 15

2. What are the important factors required to be considered before framing a recruitment policy for an organization ?   5

3. Discuss the objectives and importance of compensation planning.   5

4. Clearly narrate the difference between Training and Development.   5

5. Define work study and Delphi method.   5

6. What is morale ? How does it differ from job satisfaction ?

                                        2 + 3

GROUP – C

(Long Answer Type Questions)

Answer any *three* of the following.   3 × 15 = 45

7. 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.   4 + 7 + 4

8. a) State the various recruitment sources that are available in a Hospital.

    b) Briefly discuss the steps followed in the selection process.   6 + 9

9. What are Trade Unions ? Discuss their role and importance in an organisation. Should trade unionism be allowed in hospitals ?   5 + 7 + 3

10. How are training needs assessed ? Discuss some of the off-the-job methods of training for hospital personnel.   5 + 10

11. Write short notes on any *three* of the following :   3 × 5

    a) Induction programme

    b) Principles of Wages and Salary Administration

    c) Significance of Placement

    d) Job Analysis

    e) Objectives of safety in a hospital.

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