



Name : .....

Roll No. : .....

Invigilator's Signature : .....

**CS/MBA(New)/SEM-2 (FT)/MB-206/2011**

**2011**

**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 × 1 = 10

- i) HRM follows an approach which is
  - a) reactive
  - b) proactive
  - c) restive
  - d) none of these.
- ii) Trade Unions Act came into force in
  - a) 1947
  - b) 1926
  - c) 1948
  - d) 2000.
- iii) Which of the following is a Negative Discipline ?
  - a) Counselling
  - b) Charge sheet
  - c) Promotion and transfer
  - d) None of these.



- iv) Selection is a process of
- a) Recruitment
  - b) Elimination
  - c) Examination
  - d) Elevation.
- v) The personnel Manager acts as
- a) Advisor
  - b) Mediator
  - c) Counsellor
  - d) All of these.
- vi) Industrial relations mean
- a) relation between employer and employee
  - b) relation between employer and government
  - c) relation between employee and government
  - d) all of these.
- vii) Example of managerial function of HRM is
- a) Planning
  - b) Job analysis
  - c) Health and safety
  - d) Welfare.
- viii) 'One man one boss' principle is followed in
- a) Corporate organization
  - b) Staff organization
  - c) Line organization
  - d) Matrix organization.



- ix) Human resource planning means
- a) right number of qualified people required
  - b) right number of people with right job required
  - c) right number of people with right job in right time
  - d) all of these.
- x) An example of the simulation method of training is
- a) Job rotation
  - b) Fish-bowl exercise
  - c) T-training
  - d) Business games.
- xi) The first stage of career development cycle is
- a) Exploratory
  - b) Establishment
  - c) Maintenance
  - d) Decline.
- xii) The disadvantages of rating scale is
- a) cost
  - b) feedback
  - c) time involved
  - d) quantification of score.

**GROUP – B**

**( Short Answer Type Questions )**

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

2. What is "Human Resource Management" ? Briefly state the function of a "human resource manager" ? 2 + 3
3. Explain the method of 360° appraisal.
4. What are the various factors affecting wage & salary administration ?
5. What is meant by the Collective Bargaining ?
6. Briefly state the various barriers to selection.



**GROUP – C**

**( Long Answer Type Questions )**

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

7. a) Discuss the various HRD interventions for individual development through non-training programme.
- b) Design an induction training programme for management trainees.  $5 + 10$
8. What are the causes and effects of grievances in an organization ? Describe the grievance procedure and discuss why grievances should be settled at the level at which they occur.  $8 + 7$
9. What is collective bargaining ? What are the objectives of collective bargaining ? Discuss in brief the process of collective bargaining.  $2 + 4 + 9$
10. Explain different methods of assessment of HRD needs. Discuss two non-training methods of developing individuals.  $9 + 6$
11. What are the factors influencing the wage structure ? State briefly the methods of fixing the wages and salaries in an organization.  $6 + 9$
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