| | Utech |
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| 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:

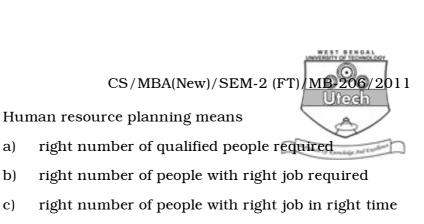
 $10 \times 1 = 10$

- i) HRM follows an approach which is a) reactive b) proactive d) none of these. c) restive Trade Unions Act came into force in ii) 1947 a) 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.

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- 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.



- An example of the simulation method of training is X)
 - a) Job rotation

all of these.

- b) Fish-bowl exercise
- c) T-training

ix)

a)

b)

c)

d)

- d) Business games.
- The first stage of career development cycle is xi)
 - 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.

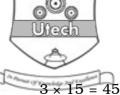
 $3 \times 5 = 15$

- 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 barries to selection.

GROUP - C

(Long Answer Type Questions)

Answer any three of the following



- 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
- 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