

**B.B.A. Part—II (Semester—III) (Old) Examination****HUMAN RESOURCE MANAGEMENT****Paper—BBA/301**

Time : Three Hours]

[Maximum Marks : 80

**Note :—Attempt ALL questions.****SECTION—A (MCQ)**

Write the answer of the following questions by choosing the correct alternative from those given below :

1. Human Resource Management differs from Personnel Management both in \_\_\_\_\_ and \_\_\_\_\_  
 (a) Definition and function (b) Scope and Orientation  
 (c) Function and Objectives (d) None of the above
2. The characteristics of Human Resources are \_\_\_\_\_ in nature.  
 (a) Homogeneous (b) Heterogenous  
 (c) Both (a) and (b) (d) None of these
3. A \_\_\_\_\_ is an outline, a high level overview of a position.  
 (a) Performance appraisal (b) Organisation structure  
 (c) Job profile (d) Training and development
4. Human Resource Planning includes \_\_\_\_\_ .  
 (a) H.R. needs forecast (b) H.R. Supply for forecast  
 (c) H.R. Programming (d) All of the above
5. Recruitment is a \_\_\_\_\_ process as compared to selection.  
 (a) Long (b) Short  
 (c) Lengthy (d) Very easy
6. The poor quality of selection will mean extra cost on \_\_\_\_\_ and supervision.  
 (a) Recruitment (b) Work quality  
 (c) Training (d) None of these
7. Introducing an employee to the job and to the organisation is called as \_\_\_\_\_ .  
 (a) Internship (b) Induction  
 (c) Training (d) Placement

8. Which of the following Act deals with recruitment and selection ?
- (a) Child Labour Act (b) The Apprentices Act  
(c) Mines Act (d) All of the above
9. On the job training is conducted through :
- (a) Under Study (b) Experience  
(c) Coaching (d) All of the above
10. Interview gives the recruiter an opportunity to :
- (a) Make judgement about the interviewee's enthusiasm and intelligence  
(b) Make him to do more struggle to get the job  
(c) To demonstrate how though the selection  
(d) None of these
11. Which of these is a hindrance to effective training ?
- (a) Career planning workshop  
(b) Aggregate spending on training is inadequate  
(c) Monitoring  
(d) Career counselling
12. \_\_\_\_\_ is a systematic approach for providing monetary value to the employees.
- (a) Salary (b) Allowances  
(c) Compensation (d) Rewards
13. Performance appraisals serve as building blocks of \_\_\_\_\_ .
- (a) Recruiting (b) Career planning  
(c) Manpower planning (d) Selecting
14. Time wages =  $\frac{\text{No. of days worked}}{\text{Rate per day}}$  × \_\_\_\_\_ .
- (a) Rate per piece (b) Rate per week  
(c) Rate per day (d) Rate per year
15. Industrial relation covers the following areas \_\_\_\_\_ .
- (a) Collective bargaining (b) Labour Legislation  
(c) Industrial relation training (d) All of the above
16. The Trade Unions Act came into operation from \_\_\_\_\_ .
- (a) 1 June 1927 (b) 1 May 1926  
(c) 1 July 1926 (d) None of these

17. Minimum wages are fixed by \_\_\_\_\_ .
- (a) Trade Union (b) Employees  
(c) State Government (d) Court of Law
18. The industrial peace is secured through voluntary \_\_\_\_\_ and compulsory \_\_\_\_\_ .
- (a) Compromise and Arbitration (b) Adjudication and Arbitration  
(c) Work Committee and Industrial Tribunal (d) Negotiation and Adjudication
19. Objective of Industrial Relations include \_\_\_\_\_ .
- (a) Eliminate Unfair Labour Practices  
(b) Control Discipline and motivate employees  
(c) Create environment of cooperation  
(d) All of these
20. Workers participation in management provides a \_\_\_\_\_ for formal and informal communication.
- (a) Facilities (b) Platforms  
(c) Organisation (d) Group
- 20×1=20

### SECTION—B

Write short answers :

1. (a) Define Human Resource Management. 4
- OR**
- (b) Explain the concept of job analysis. 4
2. (a) Define recruitment and give the meaning of recruitment. 4
- OR**
- (b) Explain the selection procedure. 4
3. (a) Explain the significance of training. 4
- OR**
- (b) Discuss the techniques of executive development. 4
4. (a) Define wages, and explain the classification of wages. 4
- OR**
- (b) Explain the Balance of debt method in detail. 4
5. (a) Explain the significance of Industrial relation. 4
- OR**
- (b) Explain the concept of workers participation in Management. 4

## SECTION—C

Write the answers in detail :—

1. (a) Explain the objectives of HRM. And explain the major activities under human resource management. 8

**OR**

- (b) What is Human Resources Planning (HRP) ? Explain planning process of it. 8

2. (a) Discuss the various sources of recruitment with its advantages and disadvantages. 8

**OR**

- (b) Explain the concept of interview. Give the types of interviews. 8

3. (a) Explain the different methods of training. 8

**OR**

- (b) Explain the meaning and significance of development. Explain the methods of development. 8

4. (a) Give the meaning of performance appraisal. Explain the purpose of it. 8

**OR**

- (b) What is Employee Benefit and explain its types. 8

5. (a) What are industrial disputes ? State the causes of industrial disputes. 8

**OR**

- (b) Define Trade Union and describe its objectives and functions. 8