

B.B.A. Part-II (Semester—III) (CBCS) Examination
BBA-301
HUMAN RESOURCE MANAGEMENT

Time : Three Hours]

[Maximum Marks : 80]

Note :— All sections are compulsory.

SECTION—A

Select the correct option for each of the following :

1. Which of these activities are not included in the scope of Human Resource Management ?

(a) Job analysis and design	(b) Safety and health
(c) Motivation and communication	(d) Organizational structure and design
2. Which of the following is not an objective of the HRM function ?

(a) Social objective	(b) Political objective
(c) Personal objective	(d) Organizational objective
3. Recruitment from a college campus is a method of _____ recruitment.

(a) Indirect	(b) Third party
(c) Direct	(d) None of these
4. The poor quality of selection will mean extra cost on _____ and supervision.

(a) Recruitment	(b) Training
(c) Work quality	(d) None of the above
5. Which of the following is a short-term process ?

(a) Training	(b) Development
(c) Introduction	(d) Education
6. On-the-job training is conducted through :

(a) Understudy	(b) Experience
(c) Coaching	(d) All of these
7. Minimum wages are fixed by :

(a) Trade Unions	(b) Employers
(c) Employees	(d) State Government

8. _____ is a systematic approach for providing monetary value to the employees.

- (a) Salary
- (b) Allowances
- (c) Compensation
- (d) Rewards

9. What is Conflict Management ?

- (a) Ignoring conflicts
- (b) Resolving conflicts in a destructive manner
- (c) Resolving conflicts in a constructive manner
- (d) Creating conflicts intentionally

10. Which conflict resolution style involves assertiveness and cooperation, seeking a win-win solution ?

- (a) Avoiding
- (b) Accommodating
- (c) Competing
- (d) Collaborating

$10 \times 2 = 20$

SECTION—B

1. (a) Explain HRM and the scope of HRM.

OR

- (b) What are the objectives of HRM ?

2. (a) Discuss the sources of recruitment.

OR

- (b) Explain the meaning and scope of recruitment.

3. (a) Explain the concept of training along with its significance.

OR

- (b) Explain the various methods of training.

4. (a) Explain the concept of performance pay.

OR

- (b) Explain variable compensation methods.

5. (a) Explain the need for Conflict Management.

OR

- (b) Define limitation of Conflict Management.

$5 \times 4 = 20$

SECTION—C

1. (a) Explain the functions and objectives of HRM.

OR

- (b) Explain the concept of HR planning along with the planning process.

2. (a) Define recruitment and various sources of recruitment.

OR

- (b) Discuss the advantages and disadvantages of external sources of recruitment.

3. (a) What are the methods of training ?

OR

- (b) Discuss the advantages and disadvantages of training.

4. (a) Explain the concept and classification of wages.

OR

- (b) Explain the meaning, purpose and uses of performance appraisal.

5. (a) Explain the need for HR Planning and state its objectives.

OR

- (b) What are the steps and procedure that comes under the Conflict Management ? $5 \times 8 = 40$