



BRAINWARE UNIVERSITY

Course – BBA

Human Resource Management (BBA403)

(Semester – 4)

Time allotted: 3 Hours

Full Marks: 70

[The figure in the margin indicates full marks. Candidates are required to give their answers in their own words as far as practicable.]

Group –A

(Multiple Choice Type Question)

10 x 1 = 10

1. *Choose the correct alternative from the following*

(i) The full form of VRS is:

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|--------------------------------|---------------------------------|
| a. Voluntary Retirement Scheme | b. Voluntary Recruitment Scheme |
| c. Voluntary Running Scheme | d. None of the above |

(ii) Which of the following is the main responsibility of an HR department?

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|----------------------------------|--------------------------------|
| a. Attracting candidates for job | b. Retaining employees for job |
| c. Keep employees motivated | d. All the above |

(iii) The poor quality of selection will mean

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|--|----------------------------------|
| a. Errors in selection process | b. Biasness in selection process |
| c. Wrong handling of the selection process | d. All of the above |

(iv) Running the organizational activities is called:

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|-----------------------|----------------------------|
| a. Management process | b. Executive position |
| c. Quality management | d. Performance measurement |

(v) Which of the statement is correct?

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|--------------------------------------|------------------------------------|
| a. Recruitment is a positive process | b. Selection is a positive process |
|--------------------------------------|------------------------------------|

- c. Training is a negative process d. Development is a negative process
- (vi) The full form of HRP is _____.
- a. Human Resource Planning b. Human Reference Planning
- c. Human Restructure Planning d. None of the above
- (vii) What could be the best approach for an organization to sustain in a dynamic environment?
- a. Be stagnant b. Responsive to change
- c. Reluctant to change d. Merge with others
- (viii) Jobs are identified & grouped while:
- a. Planning b. Organizing
- c. Leading d. Controlling
- (ix) The purpose of HRM leads to:
- a. Proper selection b. Employee Motivation
- c. Employee Retention d. All of the above
- (x) Organizational goals should be:
- a. Achievable b. Ambiguous
- c. Random d. Vague

Group – B

(Short Answer Type Questions)

3 x 5 = 15

Answer any *three* from the following

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|---|---|
| 2. Explain stages of HRP. | 5 |
| 3. Define HRD. | 5 |
| 4. What is potential appraisal? | 5 |
| 5. Elucidate need for employee Induction & Orientation Programme. | 5 |
| 6. Explain causes & effects of grievance. | 5 |

Group – C

(Long Answer Type Questions)

3x 15 = 45

Answer any *three* from the following

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|-----|-----|---|----|
| 7. | (a) | Explain different methods of performance appraisal. | 10 |
| | (b) | Briefly explain the errors in performance appraisal process. | 5 |
| 8. | (a) | Define the various sources of recruitment. | 10 |
| | (b) | Explain stages of selection process. | 5 |
| 9. | (a) | Explain the meaning of the term placement & induction. | 7 |
| | (b) | Explain the steps of selection process in detail. | 8 |
| 10. | (a) | What is the difference between minimum wage, fair wage and living wage? | 10 |
| | (b) | Write short note on “Fringe Benefits”. | 5 |
| 11. | (a) | Give the reasons of Industrial Dispute. | 5 |
| | (b) | Briefly explain the dispute resolution techniques. | 5 |
| | (c) | Explain any two disputes occurred in organizations in India. | 5 |
