



BRAINWARE UNIVERSITY

Term End Examination 2018 - 19

Programme – Bachelor of Business Administration

Course Name – Human Resource Management

Course Code – 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 focus of HRM is to treat employees of an organization as
 - a. Assets
 - b. Tools
 - c. Components
 - d. None of these
 - (ii) Identify at which of the following levels HRP can be done?
 - a. Macro Level
 - b. Micro Level
 - c. Individual Level
 - d. All of these
 - (iii) Appraisal by superior, self, peers, subordinates and customers is defined as :
 - a. Self Appraisal
 - b. MBO
 - c. 360 degree Appraisal
 - d. None of these
 - (iv) Cite which of the following(s) is a method of on the job training?
 - a. Case Study
 - b. Apprenticeship
 - c. Classroom Lecture
 - d. All of the above
 - (v) Halo Effect is identified as a potential problem to which of the following?
 - a. Selection
 - b. Performance Appraisal
 - c. Compensation decision
 - d. Training evaluation
 - (vi) Collective Bargaining can be identified as a :
 - a. Bipartite Process
 - b. Tripartite Process
 - c. Both a and b
 - d. None of the above

- (vii) Selection is described as a process for :
- | | |
|---|--|
| a. Finding and Attracting capable candidates for employment | b. Choosing from the list of applicants the best candidate for the job |
| c. Both a and b | d. None of the above |
- (viii) Quality Circle is recognized as an activity in
- | | |
|--|------------------|
| a. Workers Participation in Management | b. Strategic HRM |
| c. Compensation Management | d. None of these |
- (ix) Identify among the following, the non monetary benefits given to an employee by an organization
- | | |
|--------------------|-----------------|
| a. Recognition | b. Achievement |
| c. Personal Growth | d. All of these |
- (x) Which among the following is not identified as an internal source of recruitment?
- | | |
|---------------------|----------------------|
| a. Promotion | b. Employee Referral |
| c. Campus Placement | d. All of the above |

Group – B

(Short Answer Type Questions)

3 x 5 = 15

Answer any *three* from the following

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|--|---|
| 2. Differentiate between Personnel Management and Human Resource Management | 5 |
| 3. Discuss the functions of an HR department. | 5 |
| 4. Discuss how Demand Forecasting in HRP can be done by Managerial Judgement Method. | 5 |
| 5. Describe HRIS | 5 |
| 6. Enumerate the reasons for the failure of Trade Unionism in India. | 5 |

Group – C

(Long Answer Type Questions)

3 x 15 = 45

Answer any *three* from the following

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| 7. (a) Describe the significance of Human Resource Planning in modern organisation. | 5 |
| (b) Illustrate the different steps involved in Human Resource Planning in an organization. | 10 |
| 8. (a) Assess the different shortcomings of an interview process | 7 |
| (b) Discuss the different internal sources of recruitment in a company. | 8 |

9. Discuss in detail about the statutory machineries for settlement of Industrial Disputes in India according to Industrial Disputes Act. 15
10. (a) Define Disciplinary Action. 5
- (b) Ram- an industrial worker and Mansukbhai – a young engineer, both working in a factory, created a big commotion on the shop floor. They first exchanged abuses, but later on their fight became so intense that Ram slapped Mansukbhai on his face in the presence of workmen on the shop floor. Mention the steps to be taken to proceed with disciplinary action against Ram. 10
11. Discuss in brief the different traditional and modern methods of Performance Appraisal. 15
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