



# BRAINWARE UNIVERSITY

Term End Examination 2023-2024

Programme – MBA-2022/MBA-2023

Course Name – Human Resources Management

Course Code - MBA204

( Semester II )

Full Marks : 60

Time : 2:30 Hours

[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)

1 x 15=15

1. Choose the correct alternative from the following :

(i) Identify the aim of performance appraisal.

- |                       |                          |
|-----------------------|--------------------------|
| a) Goals of employees | b) Goals of organisation |
| c) Both a & b         | d) Neither a nor b       |

(ii) Identify when the actual performance of the employees are measured then it will be compared with the \_\_\_\_\_.

- |                         |                      |
|-------------------------|----------------------|
| a) Standard             | b) Other members     |
| c) Previous performance | d) Group performance |

(iii) Identify the method to find the strengths and weaknesses of employees to place the right men on the right job.

- |                |                          |
|----------------|--------------------------|
| a) Recruitment | b) Performance Appraisal |
| c) Selection   | d) feedback              |

(iv) Recall the full form of performance Appraisal method BARS

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|---------------------------------------|---------------------------------------|
| a) Behavioral attitude rating system  | b) Behavioral attitude ranking system |
| c) Behavioral aptitude ranking system | d) Behavioral anchored ranking scale  |

(v) Select which of the following is not a Performance Appraisal Biases.

- |                    |                     |
|--------------------|---------------------|
| a) Halo effect     | b) Central Tendency |
| c) Personal Biases | d) Wrong survey     |

(vi) "He is not formally dressed up in the office. He may be casual at work too!". Identify the type of biasness in Performance Appraisal.

- |                |                     |
|----------------|---------------------|
| a) Halo effect | b) Central Tendency |
| c) Horn effect | d) Stereo Typing    |

(vii) Identify the corrective actions in Performance

- a) Correct deviations  
c) Neither A nor B
- (viii) Identify which of the following is method of on the job training.  
a) Group discussion  
c) Role play
- (ix) Choose a method of selection which involves assessing candidates' abilities through practical tasks or exercises.  
a) Panel Interview  
c) Structured Interview
- (x) Identify which of the following is NOT a component of personnel policy.  
a) Recruitment and Selection Procedures  
c) Sales and Marketing Strategies
- (xi) Assertion (A): Well-literate, educated and well-informed workers will never be satisfied with the accomplishment of their lower level needs. Reason (R ): With the introduction of various labour welfare measures, workers today have proved their worth to participate in management. Analyze the correct option from the following.  
a) Both A and R are correct and R is the right explanation of A.  
c) Both A and R are incorrect.
- (xii) Assertion (A): Workers' participation in management is the involvement of workers only in such areas of activities of the enterprise where they can make some positive contribution. Reasoning (R ): Workers may not be competent enough to understand and appreciate the managerial aspects of the enterprise. Analyze the correct option from the following.  
a) Both A and R are correct and R is NOT the right explanation of A.  
c) A is correct but R is not correct.
- (xiii) Assertion (A): In real terms, workers' participation in management has failed in India. Reasoning (R ): There is lack of attitudinal change, multiplicity of Unions and absence of a procedure to determine a sole bargaining agent in an organization. Infer the correct option.  
a) Both A and R are correct and R is the right explanation of A.  
c) A is correct but R is not correct.
- (xiv) Analyze from the following that is not included in Human Resource Development? A) To increase the investment on industries and roads B) Expenditure on education and health facilities to increase by more than 3 % of national income C) Prioritizing social benefit programme.  
a) Only A)  
c) A) and C)
- (xv) Select the best fit that integrates HRD with the strategic needs of the organization.  
a) alignment between the strategic plans of the organization and the external environment.  
c) alignment of the HRD strategy with the mission goals beliefs and values of the organization.
- b) Change standards  
d) Both A & B
- b) Job instruction  
d) Case Study
- b) Assessment Center  
d) Unstructured Interview
- b) Compensation and Benefits Guidelines  
d) Employee Code of Conduct
- b) Both A and R are correct and R is NOT the right explanation of A.  
d) A is correct but R is not correct.
- b) Both A and R are correct and R is the right explanation of A  
d) Both A and R are correct.
- b) Both A and R are correct and R is NOT the right explanation of A.  
d) A is incorrect but R is correct
- b) Only B)  
d) A) and B)
- b) align the organization's various subsystems such as management practices structure HR systems and other work practices.  
d) alignment of the strategy with the vision and internal environment of the organization.

### Group-B

(Short Answer Type Questions)

3 x 5=15

2. Analyze the importance of disciplinary action in maintaining a fair and consistent work environment and promoting accountability among employees. (3)
3. What is the primary objective of Human Resource Planning (HRP)? (3)
4. Explain the process of selection in recruitment. (3)
5. Distinguish between Job Description and Job Specification. (3)
6. How can you judge the impact of employee engagement programs on employee relations in organizations? (3)

**OR**

Compare the importance of assertiveness skills in identifying mentors to support professional development versus in mapping personal leadership and learning journey. Decide where assertiveness plays a more crucial role and elaborate on your decision. (3)

**Group-C**

(Long Answer Type Questions)

5 x 6=30

7. Summarize how can an organization develop human resource plans, when there are many rapidly changing environmental factors over which manager have little or no control. (5)
8. Assess various kinds of working environment which affect the health of workers. (5)
9. Examine various factors which influence Reward strategy. (5)
10. Describe interviewing. Cite and explain any four types of interviewing methods. (5)
11. Examine and explain various methods used in forecasting human resource planning. (5)
12. Contrast intrinsic and extrinsic rewards (5)

**OR**

Differentiate between on the job training and off the job training. (5)

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