



BRAINWARE UNIVERSITY

Term End Examination 2022
Programme – BBA LL.B.-2020/BBA LL.B.-2021
Course Name – Human Resource Management
Course Code - BBALLB302
(Semester III)

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) Judge the actual performance is compared with the standard performance to
 - a) Identify the gap
 - b) Increase productivity
 - c) Performance appraisal
 - d) all of the mentioned
- (ii) Assess from the followings which is used to identify the strengths and weaknesses of employees to place right men on right job
 - a) Recruitment
 - b) Performance Appraisal
 - c) Selection
 - d) feedback
- (iii) Identify the option that covers union-management relations, joint consultations, collective bargaining, grievance & disciplinary procedures, settlement of disputes, etc.
 - a) Personal Aspect of HRM
 - b) Welfare Aspect of HRM
 - c) Industrial Relations Aspect of HRM
 - d) All of these
- (iv) List the Duties of 'HR' manager
 - a) Assisting line manager
 - b) Implementing the HR policies
 - c) Directing the tasks of people
 - d) All of these
- (v) Tell the Planning function of management process that involves
 - a) Developing employees
 - b) Evaluating performance
 - c) Establishing departments
 - d) Establishing goals
- (vi) Indicate Grapevine
 - a) Formal Communication
 - b) Barrier to Communication
 - c) Lateral Communication
 - d) Informal Communication
- (vii) Express the concept that may be related to forecasting manpower requirements
 - a) Mathematical projections
 - b) Job vacancy Advertisements
 - c) Staffing
 - d) Hiring
- (viii) Identify from the followings those will assist the HR department to take decisions in critical situations?

- a) HR policies
c) HR objectives
- b) HR goals
d) HR strategies
- (ix) Choose the people who work in the Human resource department those should have a knowledge of-
- a) Organizational Behavior
c) Finance
- b) IT
d) Marketing
- (x) Choose the option that is On Job training
- a) Lecture
c) Vestibule training
- b) Case study
d) Management Game
- (xi) Choose the option that would be classified by Herzberg as a hygiene factor
- a) Promotion
c) Company policy
- b) Responsibility
d) Personal growth
- (xii) Justify the nature of lock out
- a) A reward
c) An incentive
- b) An industrial action,
d) None of these
- (xiii) Justify the main function of a conciliation officer
- a) To conciliate all industrial disputes
c) To adjudicate industrial disputes
- b) To induce the parties to come to an amicable settlement
d) None of these
- (xiv) Select the term which refers to the learning opportunities designed to help employees grow.
- a) Training
c) Education
- b) Development
d) All of the mentioned
- (xv) Select the outcome of training and development that offer competitive advantage to an organisation
- a) Improvement in performance
c) Individuals have the aptitude and motivation to learn
- b) Enhancement of overall standard
d) Enhance communication

Group-B

(Short Answer Type Questions)

3 x 5=15

2. Interpret procurement function of HR Manager. (3)
3. Examine various types of Interviews which has been used very often (3)
4. Distinguish between recruitment and selection. (3)
5. Distinguish between wage and salary. (3)
6. Express the differences between group and team. (3)

OR

Produce the results of industrial dispute. (3)

Group-C

(Long Answer Type Questions)

5 x 6=30

7. Describe the differences between Personnel Management and HRM. (5)
8. Discuss any two demand forecasting methods. (5)
9. Discuss techniques of Graphic Rating Scale (5)
10. Explain causes of misconduct. (5)
11. Devise the structure of a traditional HR Department (5)
12. Assess the conflict resolution strategies. (5)

OR

Distinguish between fringe benefits and retirement benefits (5)