Name :	
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Invigilator's Signature :	

CS/BBA (H)/SUPPLE/SEM-6/BBA-603/2010 2010

HUMAN RESOURCE MANAGEMENT-III

Time Allotted : 3 Hours

Full Marks : 70

The figures in the margin indicate full marks. Candidates are required to give their answers in their own words as far as practicable.

GROUP – A

(Multiple Choice Type Questions)

1. Choose the correct alternatives for the following :

 $10 \propto 1 = 10$

- i) Who is provisionally employed to fill a permanent vacancy in a post ?
 - a) Temporary worker b) Probationer
 - c) Casual worker d) Apprentice.
- ii) Industrial Disputes Act came into operation on
 - a) first day of April b) second day of April
 - c) third day of April d) fourth day of April.

SE-120

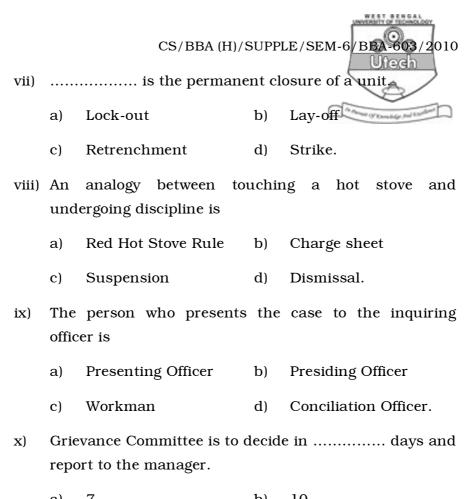
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- iii) Model Grievance Procedure was suggested by
 - a) Indian Labour Commissioner
 - b) National Labour Commissioner
 - c) Industrial Employment Act, 1946
 - d) Central Civil (Conduct) Rules.
- iv) provides for the appointment of a Welfare Officer in every factory.
 - a) Factories Act, 1948
 - b) Standing Orders, 1946
 - c) Indian Labour Conference
 - d) Code of Conduct.
- v) The dispute to a third party is known as
 - a) Arbitrator
 - b) Presiding Officer
 - c) Labour Commissioner
 - d) Work Committee.
- vi) How many steps are involved in Model Grievance Procedure by National Commission on Labour ?
 - a) Five b) Six
 - c) Two d) Four.

SE-120



a)	1		D)	10

c) 2 d) 1.

GROUP – B

(Short Answer Type Questions)

Answer any *three* of the following. $3 \propto 5 = 15$

- 2. Define Warning. Enumerate Oral Warning.
- 3. What is Charge Sheet ? State the procedure of Charge Sheet.
- 4. State the principles of Natural justice.

SE-120	3	[Turn over
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- 5. Discuss various causes of Industrial Disputes.
- 6. Define Industrial Relation. State Gandhian approach of IR.

GROUP – C

(Long Answer Type Questions)

Answer any *three* of the following. $3 \propto 15 = 45$

- 7. What is discipline ? State the types of discipline. Explain Hot Stove approach. 3 + 5 + 7
- What are misconducts ? State some punishments which are given for the misconducts.
 5 + 10
- 9. What is couselling process ? Discuss the approaches of counselling. Highlight the qualities of a good counsellor.

3 + 7 + 5

- 10. Discuss the process of preparation of draft standing order ?
 What are conditions needed for certification of standing orders ?
 10 + 5
- 11. Discuss the causes & effects of grievance. How are grievances handled in the organization ?8 + 7

SE-120