



Name :

Roll No. :

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 × 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.



- 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.

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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. $3 \times 15 = 45$

7. What is discipline ? State the types of discipline. Explain Hot Stove approach. $3 + 5 + 7$
 8. What are misconducts ? State some punishments which are given for the misconducts. $5 + 10$
 9. What is counselling 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 ? $8 + 7$
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