



Name :

Roll No. :

Invigilator's Signature :

CS/BSM (N)/SEM-4/BSM-403/2011

2011

HUMAN RESOURCE MANAGEMENT – I

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.*

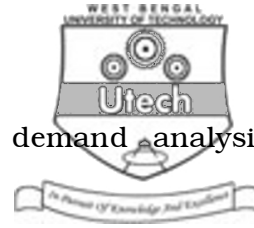
GROUP – A

(Multiple Choice Type Questions)

1. Choose the correct alternatives for any *ten* of the following :

10 × 1 = 10

- i) The technique of appraising performance is called
 - a) Potential appraisal b) Performance appraisal
 - c) Rank appraisal d) Rate appraisal.
- ii) The full form of QWL is
 - a) Quality of word life b) Quality of worst life
 - c) Quality of working life d) Quantity of work life.
- iii) Training is given mainly
 - a) to increase the educational level
 - b) to increase the speaking power
 - c) to increase the KSA
 - d) to increase the skills.



- iv) Which of the following is not a demand analysis technique ?
- a) Delphi technique b) Trend analysis
- c) Work load d) Markov analysis.
- v) The name of Father of IR is
- a) F. W. Taylor b) Fayol
- c) Weber d) Dunlop.
- vi) Which may be the result of high morale ? It increases the rate of
- a) Absenteeism b) Accident
- c) Productivity d) Labour turnover.
- vii) Which one is not included in traditional Performance Appraisal Method ?
- a) Checklist b) BARS
- c) Simple ranking d) Critical incidents.
- viii) Work load analysis is included in
- a) Demand forecasting b) Supply forecasting
- c) Job analysis d) Work force analysis.
- ix) Scope of HRM is not associated with
- a) Personnel aspect
- b) Welfare aspect
- c) Industrial Relation aspect
- d) Economic aspect.



- x) Fatigue and boredom are related with the gap between
- a) expectation and performance
 - b) motivation and attitude
 - c) attitude and behaviour
 - d) performance and restlessness.
- xi) An overall appraisal of an employee is called
- a) 360 degree appraisal b) 180 degree appraisal
 - c) both (a) and (b) d) none of these.
- xii) The system of payment becoming popular nowadays in cricket is
- a) gradation b) bonus
 - c) reward d) incentive.

GROUP – B
(Short Answer Type Questions)

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

- 2. What are the objectives of human resource management ?
- 3. Discuss work load analysis.
- 4. Differentiate between wage and salary.
- 5. What are the difference, between training & development ?
- 6. Discuss in brief, structure of trade union.



GROUP – C

(Long Answer Type Questions)

Answer any *three* of the following.

3 × 15 = 45

7. What is training ? How does it help a sportsperson and other supporting staffs ? What are the different types of training programs and methods that are used for managers ? 4 + 3 + 8
8. Write the contents of an appointment letter. Mention the different types of leaves and explain them. 5 + 10
9. Define Morale. Explain the factors influencing the morale of sportsperson. 3 + 12
10. Discuss the sources and methods of recruitment. Outline the steps of selection process with a diagram. 7 + 8
11. a) What kind of training programme will you suggest to AIFF for our Indian Football Team for improving their performance ? Discuss.
- b) How can a Sports Manager reduce the amount of tension in a sportsperson ? 10 + 5
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