



Name : .....

Roll No. : .....

Invigilator's Signature : .....

**CS/BSM (New)/SEM-4/BSM-403/2010  
2010**

**HUMAN RESOURCE MANAGEMENT**

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.*

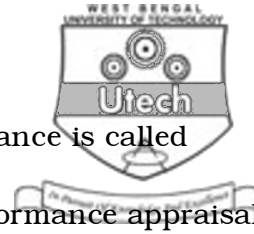
**GROUP – A**

**( Multiple Choice Type Questions )**

1. Choose the correct alternatives for the following :

10 × 1 = 10

- i) The full form of HRA is
  - a) Human Resource Audit
  - b) Human Resource Accounting
  - c) Human Resource Approach
  - d) None of these.
- ii) The Industrial Dispute Act was enacted on
  - a) 1965
  - b) 1985
  - c) 1942
  - d) 1947.



- iii) The techniques of appraising performance is called
- a) Potential appraisal      b) Performance appraisal
  - c) Rank appraisal          d) Rate appraisal.
- iv) 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.
- v) 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.
- vi) Which of the following is not a demand analysis technique ?
- a) Delphi technique
  - b) Trend analysis
  - c) Work-load
  - d) Markov analysis.



vii) The name of Father of IR is

- a) F.W. Taylor                      b) Fayol
- c) Webber                              d) Dunlop.

viii) Which of the following is not off-the job training ?

- a) Job rotation                      b) Coaching
- c) Mentoring                        d) None of these.

ix) "Recruitment is the main role of HR manager".

This statement is

- a) True   b) False.

x) The focus of HRM involves around

- a) Men   b) Machine
- c) Money                              d) Motivation.

### GROUP – B

#### ( Short Answer Type Questions )

Answer any *three* of the following.                      3 × 5 = 15

2. Discuss the differences between training and development.
3. Write a note on the need for HRP.
4. What do you mean by worker's participation in management ?
5. What are the major techniques of performance appraisal ?
6. What are the problems associated with Trade Unionism in India ?



**GROUP – C**

**( Long Answer Type Questions )**

Answer any *three* of the following.

3 × 15 = 45

7. a) Elaborate the selection process of a large MNC.  
b) How does recruitment differ from selection ? 10 + 5
8. a) Define Human Resource Planning.  
b) Briefly explain the HRP process. 5 + 10
9. a) What are the objectives of labour welfare ?  
b) Discuss the agencies of labour welfare in India.
10. a) What are the causes of industrial disputes ?  
b) Discuss the machinery for the settlement of Industrial disputes in India. 7 + 8
11. Write short notes on any *three* of the following : 3 × 5
  - a) Collective bargaining
  - b) Job analysis
  - c) Work load analysis
  - d) Need for wage and salary administration.
  - e) Role of line managers in Managing Human Resources.

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