



Name :

Roll No. :

Invigilator's Signature :

CS/HM/SEM-5/BHM-505/2011-12

2011

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 any *ten* of the following : 10 × 1 = 10

- i) VRS takes place
 - a) when there is surplus of employees in an organization
 - b) when there is shortage of employees in an organizaion
 - c) when retraining takes place in an organization
 - d) none of these.
- ii) Selection is a
 - a) negative action
 - b) positive action
 - c) comprehensive action
 - d) none of these.



- iii) To “develop the person in the role” organizations conduct
- a) Recruitment b) Job rotation
c) Training d) none of these.
- iv) Which one is not under Managerial function of HRM ?
- a) Planning b) Organizing
c) Controlling d) Compensation.
- v) Which is not under operative function of HRM ?
- a) Procurement b) Directing
c) Development d) Integration.
- vi) Recruitment is a
- a) process b) method
c) both (a) and (b) d) none of these.
- vii) Work environment may be divided into
- a) Physical environment
b) Mental environment
c) Social environment
d) All of these.
- viii) Trade Union is clearly defined under
- a) Trade Union Act 1926
b) Trade Union Act 1946
c) Trade Union Act 1934
d) Trade Union Act 1919.



- ix) Training is a
- a) short term affair
 - b) long term affair
 - c) both (a) and (b)
 - d) none of these.
- x) The aim of the Performance Appraisal is
- a) to retrench people
 - b) it has no significance
 - c) finding deficiency in performance
 - d) overall development.
- xi) E-Learning is
- a) on-the-job training
 - b) not a training
 - c) grid Training
 - d) off-the-job training.

GROUP – B

(Short Answer Type Questions)

Answer any *three* of the following.

3 × 5 = 15

2. Differentiate between job description, job specification and job analysis.

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3. What is exit interview and what are its purposes ?
4. What is Manpower Planning ?
5. Differentiate between wage & salary.

GROUP – C

(Long Answer Type Questions)

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

6. What is induction programme ? How is induction programme important for an employee when he/she joins a hospital ?
7.
 - a) Define the concept of Motivation.
 - b) How does morale differ from job satisfaction ?
 - c) How do you explain the interrelationship between morale, motivation and productivity ? $2 + 4 + 9$
8.
 - a) Define Performance Appraisal.
 - b) Why is it necessary in a hospital ?
 - c) Explain the various steps involved in performance appraisal process. $2 + 5 + 8$
9. Discuss the process of forming (registering) a Trade Union. Discuss the need of Trade Union. What is your view in having a Trade Union in a health care institution ? Discuss.

$7 + 4 + 4$