



Name : .....

Roll No. : .....

Invigilator's Signature : .....

**CS/MMA/SEM-1/MMA-105/2009-10**

**2009**

**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 )**

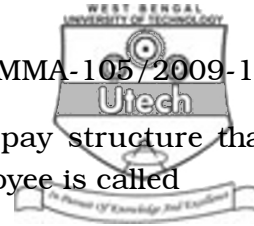
1. Choose the correct alternatives of the following :

10 × 1 = 10

- i) Welfare measures like safety, first aid, lunch room, rest room will have a positive impact on worker's productivity. This is
  - a) the factor of production concept
  - b) the commodity concept
  - c) the goodwill concept survey
  - d) the humanitarian concept.
- ii) Job analysis is the
  - a) assessment of the actual performance
  - b) process of objective listing of the job title, tasks, duties & responsibilities involved in a job
  - c) determination of relative worth of each job
  - d) process of collecting job related information.



- iii) ..... is typically a meeting between at least one representative from a company's human resources ( HR ) department and a departing employee.
- a) employee counseling
  - b) post-appraisal interview
  - c) job satisfaction
  - d) exit interview.
- iv) The common feature in every organization is
- a) people
  - b) a formal hierarchy
  - c) a bureaucratic set-up
  - d) high salaries for top personnel.
- v) The worker should be paid on the level of maintaining himself and his family. This
- a) Standard of Living Theory
  - b) The Bargaining Theory
  - c) The Wage Fund Theory
  - d) The Just Wage Theory.
- vi) Personnel management is concerned with
- a) personnel aspect
  - b) welfare aspect
  - c) industrial relational aspect
  - d) all of these.
- vii) A process through which a new employee is introduced to the job and the organization is
- a) training
  - b) placement
  - c) induction
  - d) recruitment.



- viii) A process to design a cost effective pay structure that will attract, motivate and retain employee is called
- a) managing incentive
  - b) fringe benefits programme
  - c) compensation management
  - d) recruitment and selection.
- ix) Managers who choose to pay below the going rate because of poor finances or because they believe that they do not require highly capable employees is called
- a) Pay Followers                      b) Pay Leaders
  - c) Going Rate                        d) The Labour Market.
- x) Productivity is the
- a) extent to which goals have been met
  - b) ratio of an organization's outputs to its inputs
  - c) degree to which operations carried out in an economic way
  - d) none of these.

**GROUP – B**

**( Short Answer Type Questions )**

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

2. How do you define Human Resource Information System ?
3. Discuss the steps of selection process.
4. Define concept of Collective Bargaining.
5. Mention the role of HR manager.
6. State the main features of Executive Compensation.

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**GROUP – C**

**( Long Answer Type Questions )**

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

7. As a HR manager what is your view regarding the Internal and External sources of recruitment ? — Justify your answer. 15
8. Discuss the Quantitative and Non-quantitative techniques to determine the relative worth of the various jobs. 15
9. In a systematic approach of training, discuss the implementation part with special reference to on the job and off the job training. 15
10. Explain 3 modern and 4 traditional methods by which an organization can evaluate the performance of its employees. 15
11. Point out the major causes of the industrial unrest in India. Discuss the types of machinery a personnel manager can use for the settlement of those disputes. Explain in detail. 7 + 8

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