

BBA Semester-IV (Hons) Examination, 2022-23**BACHELOR OF BUSINESS ADMINISTRATION**

Course ID : 43211

Course Code : CC-08

Course Title : Human Resource Management

Time : 3 Hours

Full Marks : 80

*The figures in the right-hand margin indicate full marks.**Candidates are required to give their answers in their own words as far as practicable.**Illustrate the answers wherever necessary.***GROUP-A**

1. Choose the best alternative from the following options for each question: $1 \times 10 = 10$

- i) Strategic HRM concerned with the relation of HRM and _____
- a) Business policy
 - b) Business strategy
 - c) Business tactics
 - d) Short term strategies
 - e) None of the above

ii) HRM can be understood as a process of

- a) Processing
- b) Developing
- c) Maintaining people
- d) All the above
- e) None of the above

iii) Management in HRM refers to

- a) Labor unions
- b) Proper and maximum utilization of resources
- c) Top management
- d) Operations management
- e) None of the above

iv) Staffing includes _____

- a) Workload estimation
- b) Termination
- c) Appointments of personnel, placement
- d) All of these
- e) None of the above

- v) How can we understand the nature of human factor?
- a) Through determinants of human behavior
 - b) According to the behavior of people at work
 - c) The way the management influences an individual and a group
 - d) Through the study of human behavior in organization
 - e) Both 'a' and 'b'
- vi) What should be the strategy of HRM?
- a) Making the long-term and short-term planning
 - b) Planning the optimum level of man-power
 - c) Introducing training programmers to personnel
 - d) All of the above
 - e) None of the above
- vii) Jobs are compensated on the basis of
- a) Job analysis
 - b) Job worth
 - c) Job specification
 - d) Job description
 - e) None of the above

- viii) Resistance from employees is to HRP
- a) Objective
 - b) Advantage
 - c) Scope
 - d) Disadvantage
 - e) None of the above
- ix) _____ is a statement of human qualifications necessary to do the job
- a) Job Description
 - b) Job analysis
 - c) Job specification
 - d) None of the above
 - e) Both 'a' and 'b'
- x) The activities in HRP doesn't includes
- a) Forecasting future HR needs
 - b) Analyzing existing HR
 - c) Recruitment
 - d) Evaluate and redesign of HR plan
 - e) None of the above

GROUP-B

2. Answer the following questions (any **ten**): $2 \times 10 = 20$
- What do you mean by human resources management?
 - What is the definition of industrial relation?
 - “Training program is important for smooth running of an organization.”—Explain.
 - What is meant by potential appraisal?
 - What is performance appraisal?
 - What do you mean by collective bargaining?
 - Define the term 'Worker's participation in management'.
 - What is the definition of recruitment?
 - What is human resource planning?
 - What is HRD?
 - Explain the concept of industrial dispute.
 - What do you mean by career planning?
 - What is job satisfaction?
 - What is meant by employee turnover?
 - Mention two difference between human resources management and personal management.

GROUP-C

3. Answer the following questions (any **four**): $5 \times 4 = 20$
- State any five nature of human resource management.
 - Why is business environment uncertain? Why is it called dynamic?
 - What are the qualities one should have to be a good human resource manager?
 - Discuss about some fringe benefits in an organization.
 - Write down the causes of industrial dispute.
 - Discuss about HRD department and its task in an organization.

GROUP-D

4. Answer the following questions (any **three**):
 $10 \times 3 = 30$
- Briefly describe the roles and functions of a human resource manager.
 - Briefly describe about the machinery for settlement of industrial dispute.
 - Identify the different factors affecting compensation of employees.

- d) Explain the role and functions of a trade union.
 - e) Briefly describe the importance of human resource management.
 - f) Write down the process of human resource planning.
- _____