

U.G. 4th Semester Examination - 2021**B.B.A.****Course Code : BBBACCHT403****Course Title: Human Resource Management**

Full Marks : 40

Time : 2 Hours

*The figures in the right-hand margin indicate marks.**Candidates are required to give their answers in their own words as far as practicable.*1. Answer any **ten** questions of the following:

1×10=10

- a) Define Human Resource Planning.
- b) State two differences between human resource management and personnel management.
- c) State two important qualities of human resource manager.
- d) What is organizational development?
- e) Define industrial relation.
- f) Mention any two causes of grievances.

- g) What is career planning?
- h) What is Job enrichment?
- i) What is the goal of HRD?
- j) Mention one problem of performance appraisal.
- k) What is potential appraisal?
- l) What is recruitment?
- m) State any two methods of wage payment.
- n) What do you mean by process outcome?
- o) What is organizational effectiveness?

2. Answer any **five** questions of the following:

2×5=10

- a) What do you mean by 360° Performance Appraisal?
- b) What is Total Quality Management?
- c) What do you understand by profit-sharing?
- d) What is lockout?
- e) State any two training methods.
- f) What do you mean by induction?
- g) What is employee feedback?
- h) What do you mean by fringe benefits?

3. Answer any **two** questions of the following:

5×2=10

- a) Explain the various 'off-the-job' training methods used in organisations for training of its employees. Discuss the role of training process. 3+2
- b) Define the terms dispute and strike? Explain the machinery available for the settlement of industrial conflicts. 2+3
- c) Discuss the steps in selection. 5

4. Answer any **one** question of the followings:

10×1=10

- a) Write short notes on any **two** of the following:
5×2=10
 - i) Delphi Technique
 - ii) Fringe Benefits
 - iii) MBO (Management By Objectives)
 - iv) Performance Appraisal.
- b) Explain the objectives of workers' participation in management. What are the essential conditions needed for the success of workers' participation in management?

OR

As a student of BBA do you think training need analysis is a necessity before a training programme is designed? Explain with reasons.

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- c) Discuss the objectives of HRP. Discuss the sources of recruitment. 6+4