

SARDAR PATEL UNIVERSITY  
B.B.A. (SEM-II) (HONOURS)-ITM (3 YEARS) EXAMINATION  
MONDAY, 9<sup>TH</sup> APRIL, 2018  
SUB: HUMAN RESOURCE MANAGEMENT- UM02EBBI01

TIME: 02:00 PM TO 04:00 PM

TOTAL MARKS: 60

Q-1 (A) What is Human Resource Management? Explain the functions of HRM. (8)

(B) Explain the process of Human Resource Planning. (7)

OR

Q-1 Write a detail note on: (15)

i. Job Description

ii. Job Specification.

Q-2 (A) What is the meaning of recruitment? Define the different sources of recruitment. (8)

(B) Define selection and discuss the process of selection in detail. (7)

OR

Q-2 Explain the meaning of employee training and discuss the training techniques in detail. (15)

Q-3 (A) Define the meaning of performance appraisal and compensation system. Explain the factors affecting compensation system. (8)

(B) Discuss the objectives of compensation system. (7)

OR

Q-3 Explain the check list, paired comparisons, MBO and 360 degree methods of performance appraisal. (15)

Q-4 (A) What is industrial relation? Discuss the importance and parties to industrial relation. (8)

(B) Define the trade union and discuss the problems of trade union. (7)

OR

Q-4 (A) What is industrial dispute? Discuss the causes of industrial dispute. (8)

(B) Define the collective bargaining and explain the process of collective bargaining. (7)

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