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**SARDAR PATEL UNIVERSITY**  
**B. B. A. (General) (Special) Semester – II Examination**  
**Wednesday, 27<sup>th</sup> April 2011**  
**Time: 4:00 pm to 6:00 pm**  
**HUMAN RESOURCE MANAGEMENT**  
**(UM02CBBA04/09)**

**Total Marks: 60**

**Note: Figures to the right indicates marks.**

- Q. 1. (A) State True or False: (05)**
1. Human resource management is a universal concept.
  2. The function of human resource management is advisory in nature.
  3. Human resource management is that part of management concerned with people at work and with their relationships within the organisation.
  4. Human resource management is an outcome of industrial psychology.
  5. Planning is an operative function of human resource management.

- Q. 1. (B) Explain in detail functions of Human Resource Management. (10)**
- OR**

- Q. 1. (A) Fill in the blanks. (05)**
1. Human resource management is concerned with managing people at \_\_\_\_\_. (country, work, society)
  2. Human resource management focuses on \_\_\_\_\_ rather than on record-keeping or procedures. (action, behaviour, capacity)
  3. Human resource management started in the last part of the \_\_\_\_ century. (18<sup>th</sup>, 19<sup>th</sup>, 20<sup>th</sup>)
  4. Human resource management is similar to the \_\_\_\_\_ system in the human body. (digestive, nervous, skeletal)
  5. HRM is a science as it contains an organized body of \_\_\_\_\_ consisting of principles and techniques. (knowledge, learning, development)

- Q. 1. (B) What is Job analysis? What are its uses? (10)**

- Q. 2. (A) State True or False: (05)**
1. Recruitment is a positive concept in nature.
  2. Receiving the indent is the first step of recruitment.
  3. Effective Recruitment facilitates leadership in an organisation.
  4. A well staffed organisation provides to adapt itself to the environment and face the competitors' policies.
  5. Recruitment and selection are one and the same.

- Q. 2. (B) Discuss the sources of recruitment. Distinguish between recruitment and selection. (10)**

**OR**

- Q. 2. (A) Fill in the blanks. (05)**
1. Application Form is also known as \_\_\_\_\_. (Application blank, Application document, Application folder)
  2. The preliminary interview is to assess the applicant's \_\_\_\_\_ to the job. (knowledge, suitability, capacity)
  3. Training is an organized procedure by which people \_\_\_\_\_ knowledge and/or skill for a definite purpose. (acquire, learn, teach)
  4. Training \_\_\_\_\_ the organisational complexities of technological changes (increases, decreases, makes no change in)
  5. The trainee is placed under a particular supervisor who functions as a coach in training the individual, this is termed as \_\_\_\_\_. (Job rotation, Apprenticeship, Coaching)

**Q. 2. (B) "Training is a vital aspect of managerial control". Justify the statement in context to need of training in an organisation. (10)**

- Q. 3. (A) State True or False: (05)**
1. Accurate information plays a vital role in the performance appraisal.
  2. Performance appraisal aim to create and maintain a satisfactory level of performance.
  3. Quality is one of the criteria for performance appraisal.
  4. Measuring performance is the first step for the performance appraisal.
  5. Graphic rating scales compare individual performance to an absolute standard.

**Q. 3. (B) Write a note on Factors affecting compensation system. (05)**

**Q. 3. (C) Write a note on Importance of performance appraisal. (05)**

**OR**

- Q. 3. (A) Fill in the blanks. (05)**
1. A sound compensation system establishes \_\_\_\_ and \_\_\_\_ remuneration. (fair & lovely, fair & justifiable, fair & equitable)
  2. Difference in pay should be based on difference in \_\_\_\_ requirements. (job, work, company)
  3. D. A. is an acronym of \_\_\_\_\_. (Dearest allowance, dearness allowance, dearful allowance)
  4. There are two methods of Compensation system \_\_\_\_ & \_\_\_\_\_. (hour wage & product wage, quantity wage and quality wage, time wage & piece wage)
  5. Compensation system should be sufficiently \_\_\_\_ to changes in internal and external conditions of the organisation. (rigid, flexible, unmoved)

**Q. 3. (B) Write a note on Graphic Rating scale method of Performance appraisal. (05)**

**Q. 3. (C) Write a note on Compensation system. (05)**

- Q. 4. (A) Fill in the blanks. (05)**
1. There are three parties to employee, employer and \_\_\_\_\_. (association, shareholders, government)
  2. The main purpose of industrial relations is to maintain \_\_\_\_\_ relationships

between management and labour. (hostile, harmonious, friendly)

3. Industrial relations is a dynamic and \_\_\_ concept. (growing, downsizing, upcoming)
4. Industrial relations include both individual relations and \_\_\_ relations. (organisational, collective, uncleared)
5. Industrial relations are the outcome of the \_\_\_ relationship in industry. (employment, working, societal)

**Q. 4. (B)** Write a note on Industrial relations. **(05)**

**Q. 4. (C)** Write a note on Trade union **(05)**

**OR**

**Q. 4. (A) State True or False.** **(05)**

1. A trade union is an association of employees.
2. Trade union secures workers fairer wages.
3. Grievance Redressal is one of the functions of trade union.
4. Collective bargaining is an autocratic method of regulating terms and conditions of employment.
5. Collective bargaining results in better understanding between employers and Government.

**Q. 4. (B)** Write a note on causes of Industrial Dispute. **(05)**

**Q. 4. (C)** Write a note on Collective Bargaining. **(05)**

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