

SEAT No. _____

No. of Printed Pages : 02

[87]

SARDAR PATEL UNIVERSITY
External Examination- November 2017
MSW (HR) - IIIrd Semester
PA03CSHR01 Organizational Development
Date 1-11-2017 Day : Wednesday

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Time : 2.00 pm to 5.00 pm (3 hours)

Maximum Marks : 70

Instruction to the candidate

- A) All questions are compulsory.
- B) Figures to the right indicate full marks.
- C) Answers should be specific and to the point.

Q.1 Multiple Choice Questions

[10]

- 1) "Six box model" designed is narrated by
 - a) Marvin Weisberg
 - b) John P.Kotter
 - c) Esman and Blaise
 - d) None of the above
- 2) In 1980's the primary emphasis of Action Research is :
 - a) Technocracy
 - b) Bureaucracy
 - c) Market Place
 - d) Methods to generate knowledge
- 3) Lewin proposed 3 steps in change process and they are :
 - a) Freezing, Unfreezing and Moving
 - b) Unfreezing, Moving and Freezing
 - c) Moving, Freezing and Unfreezing
 - d) None of the above
- 4) John. P.Kotter attempted to give how many steps for implementations of change
 - a) 5
 - b) 6
 - c) 7
 - d) 8
- 5) It is concerned with employees becoming prepared for change and ideally its supporter thus corresponding to readiness for change is called as :
 - a) Unfreezing
 - b) Moving
 - c) Freezing
 - d) None of the above
- 6) The average individual is inherently self centered and indifferent to organizational needs. In which theory does this statement reflects?
 - a) Theory Y
 - b) Theory Z
 - c) Theory X
 - d) None of the above
- 7) A person who initiates, stimulates, or facilitates a change program is called:
 - a) Organizational Development Practitioner
 - b) Organizational Development Manager
 - c) Both (a) & (b)
 - d) None of the above

- 8) Kurt Lewin described which method as model of change ?
- Performance Analysis
 - Six box models
 - Force Field Analysis
 - Developmental Analysis
- 9) Organizational Development process is cyclical and ends when :
- Desired development results is obtained
 - Plan is implemented
 - Data is gathered
 - Problem identified
- 10) A known OD conceptualize, has identified prime responsibilities of OD, consultant. The initiator's name is:-
- Taylor
 - Argyris
 - Posvoasky
 - Ishikawa
- Q.2 Discuss the "Management of Objectives" as behavioral intervention. Support your answer with suitable field work examples. [15]
- OR**
- Enumerate the Characteristics, Concept , Assumptions and Values of Organizational Development.
- Q.3 Describe the significant dimensions of "Institutions Building". Support the answer with suitable examples. [15]
- OR**
- Briefly explain the Techniques of Organizational Diagnosis.
- Q.4 Enumerate with relevant example and justify the statement that "Interview as a Diagnostic Tool". [15]
- OR**
- Narrate with suitable examples the Kurt Lewin's proposed model of change was developed back in the year 1940's.
- Q.5 Write a Short Notes (Any Two) [15]
- Objectives of Organizational Development.
 - Quality Circle.
 - Concept of Change.
 - General Organizational health.

— X —

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SARDAR PATEL UNIVERSITY
MSW (HR) Examination – 3RD Semester - November 2017

Day: Friday

Time: 2:00 P.M. to 5:00 P.M.

Date: 03/11/2017

Session: evening

Subject Title: Human Resource Development

Code: PA03CSHR02

Total marks: 70

Q-1 Multiple choice question (Attempt all) (10)

1. PCMM stands for _____
 - a) People Capability Maturity Model
 - b) People's capacity maintaining model
 - c) Performance controlling and maintaining model
 - d) None of the above
2. In OCTAPACE culture T stands for _____
 - a) Totality
 - b) Trust
 - c) Team work
 - d) Technique
3. The book "Future of HRD" is authored by _____
 - a) K. Ashwathappa
 - b) L. Nadler
 - c) T.V.Rao
 - d) D.Manikin
4. HRD process variable includes _____
 - a) Role clarity
 - b) Work playing
 - c) Better Communication
 - d) All the above
5. _____ is a formal face to face discussion between the supervisor an employee to improve performance and/or behavior.
 - a) HRD Audit
 - b) Employee Counseling
 - c) Employer Branding
 - d) PCMM
6. _____ shows the interrelationships between HRD instruments, processes, outcomes and organizational effectiveness.
 - a) HRD Matrix
 - b) HRD culture
 - c) Both (a) & (b)
 - d) None
7. Identify the odd one out of the following HRD applications.
 - a) Employee counseling
 - b) PCMM
 - c) HRD climate
 - d) Mentoring
8. Career planning is the discovery and development of talents and planned deployment of these talents.
 - a) False
 - b) True
9. Action approach in HRD programme in health sectors consists of _____
 - a) Family Counseling Services
 - b) Involvement of target groups
 - c) Parental training
 - d) All the above
10. Critical Incidents Technique is one of the method of _____
 - a) HRD matrix
 - b) Competency mapping
 - c) Career planning
 - d) none

Q-2 Write a detail note on HRD process. **(15)**

OR

Q-2 Discuss Balanced Score Card as an HRD application. **(15)**

Q-3 Elaborate Coaching and Mentoring in reference with HRD. **(15)**

OR

Q-3 Write an essay on Challenges in HRD.

Q-4 Write a note on HRD Culture and Climate. **(15)**

OR

Q-4 Explain the role of HRD in developing IR.

Q-5 Write Short Notes [ANY TWO]

1. Competency mapping
2. Employer Branding
3. Role of trade unions
4. HRD audit

(15)

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SARDAR PATEL UNIVERSITY

M.S.W. HR SEM - III

PA03CSH03 EMPLOYMENT LAW - I

DATE: 07/11/17

TIME: 2 TO 5

DAY: TUESDAY

MARKS: 70

Q.1 MULTIPLE CHOICE QUESTIONS:

[10]

1] The space for every worker employed in the factory after the commencement of Factories Act, 1948 should be _____ cubic meters.

- a] 9.9
- b] 10.2
- c] 14.2
- d] 13.2

2] Lock Out means _____.

- a] Temporary closing of establishment
- b] Permanent closing of establishment
- c] None of the above

3] Workmen's Compensation Act, 1923 was came into force on _____.

- a] 1st July, 1924
- b] 1st July, 1923
- c] 1st July, 1925
- d] 1st July, 1926

4] If the earning capacity of the workman is reduced in relation to the employment, he had been at the time of the accident resulting in such disablement, it is _____.

- a] Temporary Partial Disablement
- b] Permanent Partial Disablement
- c] Total Disablement
- d] None of the above

5] According to the Factories Act, 1948 , no portable electric lights or any other electrical appliance of voltage exceeding _____ volts shall be permitted for use inside any chamber & tank.

- a] 20
- b] 10
- c] 14
- d] 24

6] Maximum Bonus under the Payment of Bonus Act is _____.

- a] 8.33%
- b] 10%
- c] 15.73%
- d] 20%

(P.T.O.)

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SARDAR PATEL UNIVERSITY
MSW (HR)-IIIrd SEMESTER EXAMINATION- 2017

Subject: Management Functions & Behaviour
Date: 09/11/2017
Day: Thursday

Subject Code: PA03ESHR11
Time: 02:00pm to 05:00pm
Total Marks: 70

SECTION-I

Q. 1 Multiple Choice based Questions

(10)

1. _____ Managers remains in direct contact with other employees producing goods and service outputs of an organization.
A) First Level B) Middle Level C) Top Level D) None of these
2. Which one is not the task of professional manager?
A) Managing for Innovation B) Sustaining Leadership Effectiveness
C) Building Human Organization D) Meeting the challenge of decreasing competition
3. _____ is the process where the information and thoughts are put in the form of symbols.
A) Encoding B) Decoding C) Channel D) Feedback
4. _____ structure is a permanent organization designed to achieve specific results by using teams of specialists from different functional areas in the organization.
A) Project B) Committee C) Matrix D) Hybrid
5. _____ skills is a capability to coordinate and put together ideas, thoughts & practices.
A) Conceptual B) Technical C) Human Relation D) Analytical
7. Which one is not the step of MBO process?
A) Performance Evaluation B) Performance Appraisal
C) Providing Feedback D) Reprehensible Monitoring
8. _____ decisions are routine and repetitive in nature.
A) Mechanistic B) Analytical C) Judgmental D) Adaptive
9. Which of the following is not a leadership style?
A) Authoritarian B) Bureaucratic C) Behavioural D) Laissez-faire
10. MIS stands for _____.
A) Managing Informative Systems B) Management Informational Systems
C) Management Information Systems D) Management for Informative System

(P.T.O)

Q.2 Define Organizational Structure & explain the various structures of Organization in detail. (15)

OR

Q.2 Write a detailed note on Decision Making Techniques & Processes.

Q.3 Elucidate the tasks of a professional manager in detail (15)

OR

Q.3 Discuss the Planning as a process.

SECTION-II

Q.4 Write a detailed note on Management by Objectives. (15)

OR

Q.4 Define Leadership & explain the Theories of Leadership.

Q.5 Write Short-notes (Any Two) (15)

1. Responsibilities of Professional Manager
2. Managerial Skills
3. Management of Organizational Conflict
4. Managing Change

— X —
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SARDAR PATEL UNIVERSITY
External Examination- November 2017
MSW (HR) - IIIrd Semester
PA03ESH13 Management of Human Resources
Date 9-11-2017 Day : Thursday

Time : 2.00 pm to 5.00 pm (3 hours)

Maximum Marks : 70

Instruction to the candidate

- A) All questions are compulsory.
- B) Figures to the right indicate full marks.
- C) Answers should be specific and to the point.

Q.1 Multiple Choice Questions

[10]

- 1) 2nd Labour Commission was set up in the year
 - a) 1999
 - b) 1990
 - c) 1993
 - d) 1992
- 2) What was the status of HRM in India in the year 1960?
 - a) Clerical
 - b) Administrative
 - c) Executive
 - d) None of the above
- 3) HRO stands for
 - a) Human Resource Outlook
 - b) Human Resource Operation
 - c) Human Resource Outsourcing
 - d) Human Resource Overseas
- 4) A human plans requires forecast of :
 - a) Personnel needs
 - b) Supply of inside candidate
 - c) Supply of outside candidate
 - d) All of the above
- 5) Process of identifying, assessing and developing leadership is called as :
 - a) Human Resource Planning
 - b) Succession Planning
 - c) Employment Planning
 - d) None of the above
- 6) If company defines authority and communications channels for employee it falls under which functions?
 - a) Controlling
 - b) Staffing
 - c) Organizing
 - d) All of the above
- 7) Basic compensation given to employees as salaries or wages are called as :
 - a) Base pay
 - b) Variable pay
 - c) Wages
 - d) Salaries

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(P.T.O.)

- 8) Absenteeism of employees from job because of funerals in employee's family or employee illness is classified as :
- Involuntary absenteeism
 - Voluntary absenteeism
 - Satisfactory absenteeism
 - None of the above
- 9) Written complaint of employees in formal way is called as :
- Grievance Strike
 - Grievance Lockout
 - Grievance Arbitration
 - None of the above
- 10) Compensation given with base pay linked to individual team or organizational performance is classified as :
- Variable pay
 - Wage
 - Salaries
 - Base pay

Q.2 Write a note on "HR Audit". [15]

OR

Discuss the effects of Labor Turnover in India.

Q.3 Describe the Types of Compensation with relevant examples. [15]

OR

Define Industrial Relations and discuss its significance in an Industrial Sector.

Q.4 Enumerate briefly and with suitable examples the "Competency Mapping" [15]

OR

Narrate the procedure of Disciplinary action is undertaking in an Industrial Organization. Support your answer with relevant field work examples.

Q.5 Write a Short Notes (Any Two) [15]

- Potential Appraisal.
- Separation.
- Causes of Grievance.
- Effect of Absenteeism.

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SC

SARDAR PATEL UNIVERSITY

MSW (HR)-III SEMESTER EXAMINATION- 2017

Subject: Employment relations

Subject Code: PA03E5HR14

Date: 14/11/2017

Time: 02:00pm to 05:00pm

Day: Tuesday

Total Marks: 70

SECTION - I

Q.1 Multiple Choice questions

10

1. Process which involves third party usually neutral in nature while making decisions is classified as
 - A. Procedural justice
 - B. Constructive justice
 - C. Arbitration
 - D. Ombudsman

2. In which year Industrial Dispute Act came into operation?
 - A. 1947
 - B. 1949
 - C. 1953
 - D. 1963

3. Before the Industrial Disputes Act was implemented, which act took care of the industrial disputes?
 - A. Trade Disputes Act, 1929
 - B. Royal Commission on Labour, 1934
 - C. Labour Management Relations Act, 1947
 - D. None of The Above

4. The industrial peace is secured through voluntary _____ and compulsory _____
 - A. Compromise and Arbitration
 - B. Adjudication and Arbitration
 - C. Work Committee and Industrial Tribunal
 - D. Negotiation and Adjudication

5. In organizations, employee dissatisfaction is indicated by _____
 - A. Complaint
 - B. Employee Ownership
 - C. Grievance Arbitration
 - D. Grievance strike

6. Formal written complaint of employees is called _____
 - A. Grievance Arbitration
 - B. Grievance Strike
 - C. Grievance
 - D. Employee Ownership

①

(P.T.O.)

7. AITUF stands for _____

- A. All Indian trade union foundation
- B. All India trading union federation
- C. All India trade union federation
- D. None of the above

8. Industrial relations cover the following area(s) _____

- A. Collective bargaining
- B. Labour legislation
- C. Industrial relations training
- D. All of the above

9. The following is (are) included in ILO's standards with regard to industrial relations _____

- A. Right of association
- B. Right to organize and collective bargaining
- C. Tripartite consultants
- D. All of the above

10. Types of third party negotiation is also known as arbitration, it includes _____

- A. Non-binding arbitration
- B. Interest arbitration
- C. Non-binding arbitration
- D. All of above

Q.2 Write a detailed note on issues and trends in collective bargaining.

15

OR

Q.2 Explain the Evolution of industrial relations in detail.

Q.3 Enlist and explain various dispute handling machineries of Industrial dispute act 1947.

15

OR

Q.3 Explain the registration process of trade union.

SECTION -II

Q.4 Write down concept and approaches of industrial relations.

15

OR

Q.4. Write a detailed note on emerging trends in employee relations.

Q.5 Write Short notes (Any Two)

15

1) Employee involvement

2) Collective bargaining

3) Negotiation Skills required in collective bargaining

4) Grievance management procedure

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Sc

SARDAR PATEL UNIVERSITY

Class : M.S.W. (HR) Date : 11/11/2017
Semester : III SEMESTER Day : SATURDAY
Subject : PA03ESHR15 Time : 2:00 P.M. TO 5:00 P.M.
Code : Subject : ORGANIZATIONAL DYNAMICS Total Marks : 70

Q.1. MULTIPLE CHOICE QUESTIONS

10 Marks

- 1 There are _____ basic stages of group development.
A Three B Four C Seven D Eight
- 2 _____ is strengthened when group members spend time together.
A Emotion B Cohesion C Leadership D Membership
- 3 The membership to group introduces _____ in its members.
A Deviance B Conformity C Both A & B D Neither A nor B
- 4 _____ stress is related to one's job.
A Personal B Organisational C Group D Family
- 5 Power is understood as the ability to influence other people and events.
A Correct B Incorrect
- 6 _____ motivation is a core element of transformational leadership.
A Inspirational B Nominal C Directional D Powerful
- 7 The principles by which an organisation operates are called organisational _____.
A Dynamics B Basis C Vision D Ethics
- 8 _____ the differences among employees is important for managing the diversity in an organisation.
A Rejecting B Removing C Accepting D Enforcing
- 9 Inequality of power can create problems during organisational coalition.
A Correct B Incorrect
- 10 The book "Peripheral Vision" is written by _____.
A Bateson B Crimson C Emerson D Johnson

15 Marks

Q.2. Define group. Discuss the process of group cohesion and group alienation in detail.

OR

Q.2. Define organisational stress. Explain various strategies to cope with organisational stress and burnout.

15 Marks

Q.3. Explain the process of empowerment and decentralisation from organisational dynamics perspective.

OR

Q.3. Explain in detail the concept of learning organisations.

(P.T.O.)

15 Marks

Q.4. Explain the process of diversity management in an organisation.

OR

Q.4. Define organisational culture. Explain various characteristics organisational culture in detail.

15 Marks

Q.5. WRITE SHORT NOTES (ANY TWO)

- A Leadership practice in corporate sector.
- B Conformity and obedience in a group.
- C Role analysis.
- D Strategic alliances.

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SEAT No. _____

No. of Printed Pages : 2 ^{sc}

SARDAR PATEL UNIVERSITY

MSW (HR)-IIIrd SEMESTER EXAMINATION- 2017

Subject: Wage & Salary Administration

Date: 11/11/2017

Day: Saturday

Subject Code: PA03ESHR16

Time: 02:00pm to 05:00pm

Total Marks: 70

SECTION-I

Q. 1 Multiple Choice based Questions

(10)

1. Compensation can be _____ benefits.
 - a. Monetary
 - b. Non-monetary
 - c. Both 'a' and 'b'
 - d. None of the above

2. _____ are also called 'payments by results'.
 - a. Allowances
 - b. Claims
 - c. Incentives
 - d. Fringe Benefits

3. Incentives depends upon _____.
 - a. Productivity
 - b. Sales
 - c. Profits
 - d. All of the above

4. Which of the following factor influence(s) employee compensation?
 - a. Labour market
 - b. Cost of living
 - c. Labour unions
 - d. All of the above

5. _____ ensure that the employees get an income which is sufficient for meeting their present & future necessities and contingencies.
 - a. Real wages
 - b. Minimum wages
 - c. Living wages
 - d. None of the above

6. Performance based annual bonuses are an example of _____.
 - a. Base salary
 - b. Short term incentive plan
 - c. Long term incentive plan
 - d. All of the above

①

(P.T.O.)

7. Wages which are usually positioned above the minimum wages but below the living wages are described as ____.
- Real wages
 - Fair wages
 - Minimum wages
 - Living wages
8. Payment of cash rewards for the work extracted from the employee is normally called ____.
- Direct compensation
 - Indirect compensation
 - Non monetary compensation
 - None of the above
9. CPI stands for ____.
- Customer price index
 - Consumer price index
 - Consumer product index
 - Central price index
10. Direct compensation includes which of the following ____.
- Flexible benefits
 - Long-term incentive pay
 - Workers' Compensation
 - Unpaid leave

Q.2 What is Wage? Discuss the theories of wages in detail. (15)

OR

Q.2 Write a detailed note on Factors influencing Compensation.

Q.3 Discuss the Laws relating to Minimum Wage & Equal Remuneration. (15)

OR

Q.3 Write a detailed note on Different Pay Structure.

SECTION-II

Q.4 Explain the concept of Wage Incentives & kinds of Wage Incentive Plans. (15)

OR

Q.4 Discuss the types of Compensation management.

Q.5 Write Short-notes (Any Two) (15)

- Types of Wages
- Objectives of Compensation
- Regulation of Minimum Wage & Equal Remuneration
- Computation of CPI

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SEAT No. _____

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SARDAR PATEL UNIVERSITY

EXTERNAL EXAMINATION, NOVEMBER – 2017

PA03ESHR17: HUMAN RESOURCE PLANNING

MSW(HR) (SEMESTER - 3)

DATE: 09-11-2017

TIME: 2.00 PM TO 5.00 PM

DAY: THURSDAY

TOTAL MARKS: 70

Q. 1 MULTIPLE CHOICE QUESTION. (Attempt All)

10 marks

1. Human resource planning must be directed towards clear and well-defined objectives.

- a. True b. False c. Can't Say

2. _____ is/are the importance of HRP.

- a. Replacement of Persons b. Labour Turnover c. Expansion Plans d. All

3. Human Resource Policies is come under _____ factors of HRP.

- a. Internal b. External c. Both d. None

4. HRIS's motto is to improve the efficiency with which data about the employees and HR activities are compiled.

- a. True b. False c. Can't Say

5. Job design is a systematic way to gather and analyze information about the content, context, and human requirement of jobs.

- a. True b. False c. Can't Say

6. _____ is/are the method/s of Job analysis.

- a. Observation b. Questionnaire c. Interview d. All

7. _____ is/are the approach/s of Job Design.

- a. Job Rotation b. Job Enrichment c. Job Enlargement d. All

8. _____ is a process of identifying and measuring data about human resources and communicating this information to interested parties.

- a. HR Accounting b. HRP c. HRD d. HR audit

(1)

(P.T.O.)

9. _____ is a process which involves assimilation of new joiner into the organization to rehabilitate him at the new workplace and provided with basic information about the company.

a. Orientation b. Induction c. Selection d. Recruitment

10. _____ refers to an examination and evaluation of policies, procedures and practices to determine the effectiveness of personnel management.

a. HR Accounting b. HRP c. HRD d. HR audit

Q.2 Define HRP. Explain in detail the importance and Factors of HRP with examples.

15 marks

OR

Q.2 Define Job Analysis. Write in detail the process and methods of collecting Job Data.

Q.3 Define Selection. Discuss in detail the process of selection with practical illustration.

15 marks

OR

Q. 3 Define Recruitment. Describe in detail the process of recruitment with relevant examples.

Q.4 Define HRIS and HR Audit. Explain in detail the Importance of HRIS and HR Audit with examples.

15 marks

OR

Q.4 Define Job Design. Write in detail the approaches of Job Design and methods of job Evaluation.

Q. 5 Write the Short Notes. (Any Two)

15 marks

1. Orientation – Meaning and Importance

2. Career and Succession Planning

3. Case Studies on HRP (Any three)

4. Strategic Planning – Importance and Process

— X —
(2)