

**COPYRIGHT RESERVED BBA(III) — HRM/III/
XI/XI/H**

2011

Time : 3 hours

Full Marks : 80

*Candidates are required to give their answers in
their own words as far as practicable.*

The figures in the margin indicate full marks.

Answer from both the Groups as directed.

Group – A

(Objective Type Questions)

Answer all questions.

1. Choose the correct answer of the following :

2×10 = 20

(a) The planned elimination of jobs :

(i) Downsizing

(ii) Structure

JX – 15/4

(Turn over)

(iii) Mission

(iv) Policy

(b) Which of the following is not included in intrinsic rewards ?

(i) Promotion Opportunities

(ii) Credit Union

(iii) Working Conditions

(iv) Interesting Work

(c) Which of the following statement is correct for explaining difference between leadership and power ?

(i) Leadership focuses influence upward while power is used to gain downward influence.

(ii) Leadership is a mean of achieving goals while power focuses on goal achievement.

(iii) Leadership requires goal compatibility with followers. Power requires follower dependency.

(iv) Leadership required followers independency and power requires goal compatibility with followers.

(d) Which of the following does not signify the usefulness of conflict ?

- (i) It brings life and creativity
- (ii) It promotes goal achievement
- (iii) It encourages organisational politics
- (iv) It promotes change & synergy

(e) Which of the following is an incentive plan that rewards employees for exceeding a predetermined goal by sharing the extra profits ?

- (i) Scanlon plan
- (ii) Piece-work plan
- (iii) Gain sharing plan
- (iv) Variable pay plan

(f) Under which of the following methods of jobs evaluation, jobs are arranged in an order ?

- (i) Ranking method
- (ii) Classification method

- (iii) Factor comparison method
- (iv) Point factor method
- (g) All of the following organisational characteristics can be substituted for leadership except :
 - (i) Clear formalised tasks
 - (ii) Mechanistic rules and procedures
 - (iii) Unified work groups
 - (iv) Mentor relationships
- (h) "Accounting department of 'EFU' General Insurance Ltd.' share information of multiple levels of different departments to assist in preparing the annual budget on a consistent basis." Which type of communication is it ?
 - (i) Diagonal Communication
 - (ii) Horizontal Communication
 - (iii) Upward Communication
 - (iv) Downward Communication
- (i) Which of the following is considered as "Red Flag" concerning the job applicants ?
 - (i) When the applicant is providing detailed information about his work history

- (ii) When the applicant is giving solid justification for leaving last job
 - (iii) When the applicant is describing his engagement in personal business in between the gap of his first and last jobs
 - (iv) When the applicant is avoiding to provide previous employment history
- (j) All of the following are advantages of internal recruiting except :
- (i) It is less costly than going outside recruit
 - (ii) Those chosen internally already known the organisation
 - (iii) It improves the probability of good selection
 - (iv) It generates infighting among the rival candidates for promotion

Group – B

(Long-answer Type Questions)

Answer any **four** of the following : 15×4 = 60

2. What do you understand by HRD ? Discuss the nature and scope of HRD.

JX – 15/4

(5)

(Turn over)

3. Explain the various forms of workers participation in management.
4. What are the challenges facing HRM ? Explain the changing role of HRM.
5. What do you mean by wage and salary administration ? Discuss the procedure of wage and salary administration.
6. What is recruitment ? Discuss the internal and external sources of recruitment.
7. Explain the Maslow's Need-Hierarchy Theory. Discuss its importance.
8. Define Trade Union. Explain the objectives and functions of Trade Union.
9. Explain the various methods commonly used in training and development programmes in various organisations.
10. What is the objective of HR audit ? Explain its different processes.

