

Code : 302303

(2)

BBA 3rd Semester Exam., 2018

HUMAN RESOURCE MANAGEMENT—2

Time : 3 hours

Full Marks : 60

Instructions :

- (i) The marks are indicated in the right-hand margin.
- (ii) There are **SEVEN** questions in this paper.
- (iii) Attempt **FIVE** questions in all.
- (iv) Question Nos. 1 and 2 are compulsory.

1. Choose the correct answer (any six) : 2×6=12

- (a) Under training and development plan, the form is to be prepared in ____ form.
 - (i) duplicate
 - (ii) structured
 - (iii) detailed
 - (iv) None of the above
- (b) The process of analyzing jobs from which job descriptions are developed is called
 - (i) job analysis
 - (ii) job evaluation
 - (iii) job enrichment
 - (iv) job enlargement

(Turn Over)

(c) Which of the following is the HRD score card?

- (i) HRD systems maturity score
- (ii) Competency score
- (iii) HRD competencies systems maturity score
- (iv) All of the above

(d) 360-degree feedback enhances the quality of ____ decisions.

- (i) HR
- (ii) management
- (iii) HRD
- (iv) All of the above

(e) The three performance counselling phases are

- (i) rapport building, exploration and action planning
- (ii) support building, exploration and action planning
- (iii) rapport building, explanation and action planning
- (iv) rapport building, exploration and accurate planning

- (f) What is that describes the duties of the job, authority relationship, skills requirement, conditions of work, etc.?
- (i) Job analysis
 - (ii) Job enlargement
 - (iii) Job enrichment
 - (iv) Job evaluation
- (g) The whole process of conducting a 360-degree feedback process in any organization could last about
- (i) 1.5 to 3 months
 - (ii) 3 to 6 months
 - (iii) 6 to 9 months
 - (iv) 9 to 12 months
- (h) The three important components in aligning business strategy with HR practice are
- (i) business strategy, human resource practices and organizational capabilities
 - (ii) marketing strategy, human resource practices and organizational capabilities
 - (iii) business strategy, human resource practices and organizational structure
 - (iv) marketing strategy, human resource practices and organizational structure

(Turn Over)

- (i) The ___ role is to ensure the deserving managers should get appropriate opportunities for job rotation.
- (i) reviewer
 - (ii) assessor
 - (iii) administrator
 - (iv) employer
- (j) The three phases of recruitment process are
- (i) planning, implementing and evaluating
 - (ii) planning, implementing and screening
 - (iii) planning, implementing and enrichment
 - (iv) planning, screening and evaluating
2. Answer any *three* of the following (short answer-type questions) : 4×3=12
- (a) What is the importance of Human Resource Management to the organization and its employees?
 - (b) What is the purpose of human resource policy?

- (c) How is planning done to manage surplus or shortage of human resource in an organization?
- (d) Define job instruction training.
- (e) Why do employers provide compensation to employees?

Answer any *three* of the following (long answer-type questions) : 12×3=36

3. "Effective management of human resources is essential for the profitability and welfare of an organization, a society and a nation." In the light of this statement, describe the role of a human resource manager.
4. "Human resource policies serve as guideposts to personnel decisions." Explain.
5. "The logical approach to staffing begins with a careful assessment and planning of current and prospective requirements." Explain.
6. "Executive development is nothing but looking at the development of manpower of an organization in the light of its requirements." Discuss.
7. "An effective grievance handling procedure is preventive rather than curative." Explain.