

(7 pages)

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M.B.A. (CBCS) DEGREE EXAMINATION,
APRIL 2014.

Second Semester

Business Administration

HUMAN RESOURCE MANAGEMENT

(For those who joined in July 2012 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer.

1. What is meant by the term 'management by objectives'?
- (a) A system of giving the authority to carry out certain jobs by those lower down the management hierarchy
- (b) The system of management that is based on bringing together experts into a team
- (c) The setting of objectives to bring about the achievement of the corporate goals
- (d) The control of the organization by those in the 'head office'.

2. A manager may delegate any of the following except :
 - (a) authority
 - (b) workload
 - (c) responsibility
 - (d) attendance at meetings to represent the department
3. Personnel management is not possible _____.
 - (a) Where the work is too less
 - (b) Large-size concern
 - (c) Number of worked so large
 - (d) none of these
4. Incentives given on psychological base _____.
 - (a) are not financial
 - (b) monetary and not non monetary
 - (c) both (a) and (b) are correct
 - (d) none of these

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5. To channelize the activities of the workers and to induce them to work is
- (a) control (b) co-ordination
(c) motivation (d) none of the above
6. An efficient supervisor should be
- (a) impartial
(b) biased
(c) strict to his subordinates
(d) none of the above
7. Which of the following statement are correct?
- (a) performance appraisal is not used in the public sector
(b) performance appraisal is diminishing in importance
(c) performance appraisal now includes previously untouched organisations and occupational groups
(d) performance appraisal has become more widespread.

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8. Identify the major actor of industrial relations from the following
- (a) employers (b) unions
(c) government (d) all of the above
9. Employees join unions to fulfill their _____ needs.
- (a) social (b) esteem
(c) economic (d) all of the above
10. Which of the following acts has a direct relevance for grievance handling practices?
- (a) The Industrial Employment (Standing Order) Act, 1946
(b) The Industrial Disputes Act, 1947
(c) The Factories Act, 1948
(d) All of the above

PART B — (5 × 5 = 25 marks)

Answer ALL questions, choosing either (a) or (b).

Answer should not exceed 250 words.

11. (a) What are the various sources of recruitment?
- Or
- (b) Discuss their relative merits and demerits of recruitment.

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12. (a) Discuss the need for training.

Or

- (b) Discuss the significance of training and development of a new employee.

13. (a) What are packages of compensation?

Or

- (b) What is concept of quality circle and quality of work life?

14. (a) Write short notes on :

- (i) Arbitration
- (ii) Adjudication.

Or

- (b) What are the objectives of Trade Union?

15. (a) What are the objectives of discipline?

Or

- (b) Write short notes on :

- (i) Progressive Discipline
- (ii) Hot-Stove Rule.

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PART C — (5 × 8 = 40 marks)

Answer ALL questions, choosing either (a) or (b).

Answer should not exceed 600 words.

16. (a) Discuss the problem faced in human resource planning. How can problems be overcome?

Or

- (b) What is the purpose of induction or orientation training? Briefly state the contents of induction programme.

17. (a) Discuss the methods of executive development. Which one you consider most suitable for developing middle-level managers and why?

Or

- (b) What criteria would use to determine whether a training programme is effectiveness?

18. (a) Explain the working of time wage systems and piece wage system.

Or

- (b) What is meant by compensation? What are the basic objectives and principles of wage and salary administration?

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19. (a) Bring out the nature of collective bargaining. What is its role in resolving disputes?

Or

- (b) What are the legal provisions for settling industrial disputes in India?
20. (a) Define grievance. Identify and analyse the various causes of grievances.

Or

- (b) Define the term "discipline". Discuss its salient features and objectives.
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