



AAI-010-001403

Seat No. _____

B. B. A. (Sem. IV) (CBCS) Examination

March / April – 2016

Human Resource Management : Paper - II

Faculty Code : 010

Subject Code : 001403

Time : $2\frac{1}{2}$ Hours]

[Total Marks : 70

- Instructions :**
- (1) Attempt all questions.
 - (2) Figures to the right indicate full marks for the question.

1 Multiple Choice Questions : 20

- (1) _____ is a study of human behaviour.
(A) Anthropology (B) Sociology
(C) Psychology (D) Economics
- (2) Which of the following are formal groups in an organisation ?
(A) Power and Task groups
(B) Interest & Task groups
(C) Command and Interest groups
(D) Command and Task groups
- (3) Organizational behaviour is the study of human _____.
(A) behaviour (B) attitude
(C) performance (D) All of the above
- (4) An organisation needs people and people need organisation for fulfilling their objectives is a concept of _____.
(A) Human dignity
(B) Individual differences
(C) Mutual Interest
(D) Organisations are social system

- (5) Holistic approach means _____
 (A) An all inclusive approach
 (B) Whole person
 (C) Whole organisation
 (D) Whole system
- (6) The stage where a group resolves its conflicts is called _____
 (A) Storming (B) Norming
 (C) Forming (D) Adjourning
- (7) What is the relatively permanent change that occurs in a person's beliefs and attitudes due to time and experience known as ?
 (A) Personality (B) Learning
 (C) Maturation (D) Attitude
- (8) Which one is not a type of attitude ?
 (A) Organisational behaviour
 (B) Job satisfaction
 (C) Job involvement
 (D) Commitment
- (9) What are the main causes of trade union movement ?
 (A) World War I
 (B) ILO
 (C) All India Trade Union Congress
 (D) All of the above
- (10) _____ is a stage in the learning curve characterised by fatigue.
 (A) Initial spurt (B) Learning plateau
 (C) End spurt (D) None of the above
- (11) Which is the primary source of social identity for employees ?
 (A) Political group (B) Cultural group
 (C) Social group (D) Work group
- (12) Which one of the following is not a work group ?
 (A) Board of directors
 (B) Group of employees travelling together by train
 (C) Project team
 (D) Audit team

- (13) For grievances employee has to lodge complaint with ____
(A) Department wise officer
(B) Unions
(C) State Govt.
(D) Central Govt.
- (14) Industrial disputes are _____ to consumers.
(A) harmful (B) beneficial
(C) harmless (D) encouraging
- (15) Redressal means _____ of Industrial grievances.
(A) remedy (B) aggravation
(C) problem (D) queries
- (16) Two extremes that may exist are : Co-operation and _____.
(A) mutual benefits (B) conflicts
(C) synergy (D) reciprocation
- (17) _____ is more preferable.
(A) Industrial Unrest (B) Industrial Peace
(C) Industrial Harmony (D) Industrial Dispute
- (18) Collective bargaining is a weapon used by _____.
(A) employers (B) consultants
(C) governments (D) employees
- (19) Job satisfaction is best described as _____.
(A) A discipline (B) An outcome
(C) An attitude (D) A value
- (20) _____ means employee - employer co-operation.
(A) Co-operation (B) Corporation
(C) Commencement (D) Co-management

- 2** Explain the definitions of Organisational Behaviour. Discuss nature of the O.B. in detail. **10**

OR

- 2** Define the term organisational behaviour. Discuss the elements of O.B. **10**

- 3** Explain the term "Perception". Describe the process of perception. **10**

OR

- 3** What is attitude ? Discuss the various factors affecting attitude formation. **10**

- 4** Explain the term group dynamics. Distinguish between formal and informal groups. **10**

OR

- 4** Discuss the different stages of group formation. **10**

- 5** Explain scope of Industrial relations. **10**

OR

- 5** Explain various participants in Industrial relations. **10**

- 6** Write short notes : (Any Two) **10**

- (1) Causes of grievances
- (2) Collective bargaining
- (3) Arbitrator
- (4) Statutory procedure for settlement of disputes.
