



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

(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) querries

(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 **10** nature of the O.B. in detail.

OR

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

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

OR

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

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

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.