



**AAF-010-001609**      Seat No. \_\_\_\_\_

**B. B. A. (Sem. VI) (CBCS) Examination**

**March / April - 2016**

**609 : Advance Human Resource Management**  
**(New Course)**

**Faculty Code : 010**

**Subject Code : 001609**

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

[Total Marks : 70

**Instruction :** Write MCQs answers in Answer book.

**1      Multiple choice questions (MCQs) :      20**

- (1) "\_\_\_\_\_ factors are important in improving productivity of employees." It is a central idea of hawthorn experiments.
- (A) physical      (B) social  
(C) psychological      (D) economic
- (2) It is a science that studies group dynamics and studying socialising process of individual, it is called as \_\_\_\_\_
- (A) sociology      (B) psychology  
(C) industrial psychology (D) semantics
- (3) Hawthorn experiments are conducted under the headship of \_\_\_\_\_
- (A) Hertzberg      (B) Elton Mayo  
(C) A. Maslow      (D) Douglas Mc grager
- (4) It is a set of beliefs, value system and characteristics shared by members of an organisation. It is called as an organisation \_\_\_\_\_
- (A) structure      (B) style  
(C) pattern      (D) Culture

- (5) "Conflict is detrimental and negatively affect any organisation" it is \_\_\_\_\_ view of conflict.
- (A) Traditional (B) Modern  
(C) Classical (D) cultural
- (6) "Employee motivation is not only decided by his/her own reward but also comparison with other's reward ". It is central theme of \_\_\_\_\_ theory.
- (A) equity (B) contingency  
(C) need (D) hygiene
- (7) According to Victor Vroom's Expectancy theory \_\_\_\_\_ is the attractiveness of the particular outcome.
- (A) will (B) valance  
(C) efforts (D) expectancy
- (8) Path goal theory is given by \_\_\_\_\_
- (A) Jane Mouton (B) Robert Blake  
(C) Robert house (D) All of the above
- (9) Job redesigning and enrichment is a most effective tool for \_\_\_\_\_
- (A) job analysis (B) stress releiver  
(C) welfare (D) job satisfaction
- (10) It is a theory showing relationship between employee maturity and leadership style. It is given by \_\_\_\_\_.  
(A) job engineering (B) Porter lawler  
(C) path- goal (D) heresy blanchard
- (11) The \_\_\_\_\_ conflict is very positive and helps in organisational development.
- (A) functional (B) dysfunctional  
(C) healthy (D) good
- (12) \_\_\_\_\_ is a conflict handling where people let go the situation or ignores an argument of the counterpart.
- (A) Avoidance (B) Violation  
(C) Dominance (D) Collaboration

- (13) The health, happiness and job satisfaction at workplace are essential elements of \_\_\_\_\_
- (A) QWL  
(B) TQM  
(C) employee empowerment  
(D) six sigma
- (14) Systematic and consistent counselling programmes are needed to make people ready for \_\_\_\_\_ management in organisation.
- (A) conflict (B) competition  
(C) leadership (D) change
- (15) The state of mind of the people who are ready and willing to change is called as \_\_\_\_\_
- (A) freezing (B) unfreezing  
(C) refreezing (D) status Quo
- (16) The process in which leader regularly orients members of an organisation to adopt new techniques and system is called as \_\_\_\_\_
- (A) retention  
(B) organisation dynamics  
(C) organisation development  
(D) organisation climate
- (17) It is a state of a mind where persons are not ready and feels no need to change. It is called \_\_\_\_\_ stage.
- (A) fearing (B) refreezing  
(C) freezing (D) unfreezing
- (18) Hope, resilience and optimism are essential elements of \_\_\_\_\_
- (A) POB (B) IOB  
(C) OD (D) COD
- (19) \_\_\_\_\_ leadership is an art of leader to bring drastic change in the mindset of the people in the organisation.
- (A) Charismatic (B) Transformational  
(C) Transactional (D) Path goal
- (20) International OB in India is an outcome of \_\_\_\_\_ policy.
- (A) liberalisation (B) disinvestment  
(C) globalisation (D) none of them

**2** Discuss overall findings of hawthorn experiments. **10**

**OR**

**2** "Elements of organisational culture gives unique identity to any organisation ."Discuss and explain how to create powerful organisational culture? **10**

**3** Explain porter Lawler model of motivation. **10**

**OR**

**3** Discuss heresy Blanchard's situational theory of leadership. **10**

**4** Explain in detail change management process. **10**

**OR**

**4** What do you mean by resistance of the change ? Discuss reasons for resistance of the change. **10**

**5** Explain the term conflict management discuss functional outcomes of conflict. **10**

**OR**

**5** Discuss conflict resolution techniques. **10**

**6** What do you mean by employee empowerment? Discuss strategies for employee empowerment. **10**

**OR**

**6** Explain the term "job satisfaction". Discuss factors affecting to job satisfaction. **10**

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