



**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



(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) It 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) It the process in which leader regularly orients members of an organisations 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) un freezing

(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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