

2010

**MASTER OF BUSINESS ADMINISTRATION**

**[ Second Semester Examination ]**

*( Human Resource Management )*

PAPER—204

*Full Marks : 100*

*Time : 3 hours*

*The figures in the right-hand margin indicate marks*

*Candidates are required to give their answers in their  
own words as far as practicable*

*Illustrate the answers wherever necessary*

**Write the answers to Questions of each Half in  
separate books**

**FIRST HALF**

**[Marks : 50]**

1. Answer any *four* questions : 5

(a) Briefly explain the basic objectives of human resource management (HRM).

(b) State the role of total quality management (TQM) in the field of HRM.

(c) Discuss any three Job-design approaches.

(d) Explain Human Resource Information System (HRIS) with an example.

(e) State the internal sources of recruitment.

(f) Name two multiple-person evaluation methods of performance appraisal. Discuss any one of them. 2

2. Answer any *two* questions : 10

(a) Define HR planning. Discuss the role of external environment and competition in formulating HR programme of an organization. 3

- (b) Briefly discuss four different types of selection tests. 10
- (c) State the major points of difference between training and development. Why do organizations often overlook proper evaluation of training programme ? 4 + 6

[*Internal Assessment* : 10 Marks]

## SECOND HALF

[*Marks* : 50]

3. Answer any *four* questions : 5 × 4
- (a) Narrate the objectives of Employee welfare.
- (b) How industrial safety can be practised in factories ?
- (c) Distinguish between strike and lockout.
- (d) How can employee grievance be minimised ?

- (e) What is collective Bargaining ?
- (f) Explain the different social security benefits of India.

4. Answer any *two* questions : 10

- (a) What is Industrial Relations (I.R.) ? Discuss the roles of the parties to I.R. 2
- (b) Explain with examples the causes of Industrial Disputes.
- (c) Explain the objectives of Trade Union.

*[Internal Assessment : 10 Marks]*

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