

Code : 302303

BBA 3rd Semester Exam., 2018

HUMAN RESOURCE MANAGEMENT—2

Time : 3 hours

Full Marks : 60

Instructions :

- (i) The marks are indicated in the right-hand margin.
- (ii) There are **SEVEN** questions in this paper.
- (iii) Attempt **FIVE** questions in all.
- (iv) Question Nos. 1 and 2 are compulsory.

1. Choose the correct answer (any six) : 2×6=12

- (a) Under training and development plan, the form is to be prepared in ____ form.
 - (i) duplicate
 - (ii) structured
 - (iii) detailed
 - (iv) None of the above
- (b) The process of analyzing jobs from which job descriptions are developed is called
 - (i) job analysis
 - (ii) job evaluation
 - (iii) job enrichment
 - (iv) job enlargement

(Turn Over)

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(2)

(c) Which of the following is the HRD score card?

- (i) HRD systems maturity score
- (ii) Competency score
- (iii) HRD competencies systems maturity score
- (iv) All of the above

(d) 360-degree feedback enhances the quality of ____ decisions.

- (i) HR
- (ii) management
- (iii) HRD
- (iv) All of the above

(e) The three performance counselling phases are

- (i) rapport building, exploration and action planning
- (ii) support building, exploration and action planning
- (iii) rapport building, explanation and action planning
- (iv) rapport building, exploration and accurate planning

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(Continue)

- (f) What is that describes the duties of the job, authority relationship, skills requirement, conditions of work, etc.?
 - (i) Job analysis
 - (ii) Job enlargement
 - (iii) Job enrichment
 - (iv) Job evaluation
- (g) The whole process of conducting a 360-degree feedback process in any organization could last about
 - (i) 1.5 to 3 months
 - (ii) 3 to 6 months
 - (iii) 6 to 9 months
 - (iv) 9 to 12 months
- (h) The three important components in aligning business strategy with HR practice are
 - (i) business strategy, human resource practices and organizational capabilities
 - (ii) marketing strategy, human resource practices and organizational capabilities
 - (iii) business strategy, human resource practices and organizational structure
 - (iv) marketing strategy, human resource practices and organizational structure

(Turn Over)

- (i) The ___ role is to ensure the deserving managers should get appropriate opportunities for job rotation.
 - (i) reviewer
 - (ii) assessor
 - (iii) administrator
 - (iv) employer
 - (j) The three phases of recruitment process are
 - (i) planning, implementing and evaluating
 - (ii) planning, implementing and screening
 - (iii) planning, implementing and enrichment
 - (iv) planning, screening and evaluating
2. Answer any *three* of the following (short answer-type questions) : 4×3=12
- (a) What is the importance of Human Resource Management to the organization and its employees?
 - (b) What is the purpose of human resource policy?

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(5)

- (c) How is planning done to manage surplus or shortage of human resource in an organization?
- (d) Define job instruction training.
- (e) Why do employers provide compensation to employees?

Answer any *three* of the following (long answer-type questions) : 12×3=36

- 3. "Effective management of human resources is essential for the profitability and welfare of an organization, a society and a nation." In the light of this statement, describe the role of a human resource manager.
- 4. "Human resource policies serve as guideposts to personnel decisions." Explain.
- 5. "The logical approach to staffing begins with a careful assessment and planning of current and prospective requirements." Explain.
- 6. "Executive development is nothing but looking at the development of manpower of an organization in the light of its requirements." Discuss.
- 7. "An effective grievance handling procedure is preventive rather than curative." Explain.
