

**Dr. Babasaheb Ambedkar Open University**  
**Term End Examination July – 2019**

<b>Course</b>	: BBA	<b>Date</b>	: 24-Jul-19
<b>Subject Code</b>	: BBA-403(NEW)	<b>Time</b>	: 11:00am to 02:00pm
<b>Subject Name</b>	: Human Resource Management	<b>Duration</b>	: 03 Hours
		<b>Max. Marks</b>	: 70

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**Answer the following (Attempt any three) (30)**

1. Explain The Changing Role of HR Management.
2. Explain the external sources of recruitment.
3. Briefly explain the types of Counseling.
4. Briefly explain the features of HRM.
5. Explain the Maslow's Hierarchy of Needs in detail.

**Section B**

**Answer the following (Attempt any four) (20)**

1. Explain the Importance of HRM.
2. Explain the internal sources of recruitment.
3. Explain Basic requisites of employee counseling.
4. Briefly Explain the Drawbacks of Counseling.
5. Briefly explain the Characteristics of Counseling
6. Explain the Objectives of HRM.

**Section C**

**Part – A (Multiple Choice Questions) (10)**

- 1 The management of human resources is viewed as a system in which participants seeks to attain both individual and group goals|| was stated by \_\_\_\_\_.  
A Scott, Clothier and Spriegel                      B Michael J Jucious  
C Dale Yoder                                              D Flippo
- 2 To describe HRM Four fields of HR function; Strategic business partner, Change agent, Employee champion and Administration was developed by.....  
A Dave Ulrich                                              B Michael J Jucious  
C Ivancevich and Glucck                              D Byars and Rue
- 3 The basic premise of the academic theory of HRM is that humans.....  
A Humans can be considered as machines      B Humans are not machines  
C Humans are not machines                      D None of these
- 4 "Recruitment forms the first stage in the process which continues with selection and ceases with the placement of the candidate". Who stated this?  
A Edwin                                                      B Kempner  
C Flippo                                                      D Yoder
- 5 A systematic and goal-oriented investigation of facts that seeks to establish a relationship between two or more phenomena is called?  
A Survey                                                      B Test  
C Research                                                      D None of these

- 6 Hiring from sources lie outside the organisation.
 

A Internal sources	B Both
C External sources	D none of these
- 7 Integration of HRM and Information Systems (IS) is called?
 

A HRMS	B ISHR
C HRIS	D None of these
- 8 Hiring of employees from within the organisation for an existing vacancy?
 

A Internal sources	B both
C External sources	D none of these
- 9 The method of introducing a new employee into the organisation with a view to gaining his confidence and developing in him a sense of co-operation is called?
 

A Recruitment	B Retirement
C Induction or orientation Training	D None of these
- 10 Changes in the market conditions, technology products and government regulations are managed in an effective way with the help of \_\_\_\_\_.
 

A Market planning	B HR planning
C Production Planning	D None of these

**Part – B (Do as Directed)**

**(10)**

**TRUE OR FALSE**

- 1 Employee training is a specialized function and is one of the fundamental operative functions of human resource management.
- 2 When the final stage in procurement function is concluded individual has then to be oriented towards the job and this organisational process is known as induction or orientation
- 3 B.J. Prasantham is defined personnel counselling as the \_discussion of an emotional problem with an employee, with the general objective of reducing it so that performance is maintained at adequate level or even improved upon.
- 4 There are three Steps on Counseling Process.
- 5 The process of hearing a person's emotional problems, deciding what he should do, and then telling and motivating him to do it is called Directive Counseling.
- 6 Payment By Results is a full form of PBR.
- 7 Lewis Alien stated that Motivation is the act of stimulating someone or one self to get a desired course of actionl.
- 8 Stephen Knauf is defined HRA as “The measurement and quantification of human organisational inputs such as recruiting experience and commitmen?”
- 9 Human Resource Auditing has no relation with HR planning and budgeting
- 10 The real test of HR policies and programmers lies in the results achieved through HR planning.