

Dr. Babasaheb Ambedkar Open University
Term End Examination December – 2019

Course	: BBA	Date	: 11-Jan-2020
Subject Code	: BBAN-403	Time	: 11:00am to 02:00pm
Subject Name	: Human Resource Management	Duration	: 03 Hours
		Max. Marks	: 70

Section A

Answer the following (Attempt any three)

(30)

1. Explain the Process of HRM.
2. Explain different Types of Training Programmes.
3. Discuss the process of Performance appraisal.
4. Explain any two methods of motivation in detail.
5. Write a note on Scope of HR Audit.

Section B

Answer the following (Attempt any four)

(20)

1. Explain The Changing Role of HR Management.
2. Discuss the concept of Human Resource Planning.
3. Write a short note on Internal Sources of recruitment.
4. Explain Benefits and Drawbacks Counseling.
5. Explain the Fundamental Principles of Record Keeping.
6. Discuss the Advantages of HR Accounting.

Section C

Part – A (Multiple Choice Questions)

(10)

- 1 The terms —human resource management‡ and —human resources‡ (HR) have largely replaced by the term?
A Marketing management B Personnel management
C Industrial management D Production management
- 2 —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
- 3 From the following which one is the feature of Human Resource Management?
A People Oriented B A Staff Function
C Development Oriented D All of the above
- 4 Competition in international business increased due to?
A Organizational Restructuring B Globalization
C Work force Diversity D Economic and Technological Change

- 5 From the following which is the external source of recruitment.
 - A Campus Recruitment
 - B Employment Exchanges
 - C Advertisement
 - D All of the above
- 6 This test measures a candidate's reaction when he is placed in a peculiar situation.
 - A Situation Tests
 - B Personality Tests
 - C Objective Tests
 - D Aptitude Test
- 7 _____ is a set of objectives or descriptive statements about the employee and his behavior.
 - A Check List
 - B Grading Method
 - C Graphic Rating Scale
 - D Free Essay Method
- 8 _____ is an alliance that creates a space for dialogue that results in reflection, action and learning.
 - A Coaching
 - B Mentoring
 - C Counseling
 - D None of the above
- 9 What is termed as —payment by result?
 - A Salary
 - B Incentive compensation
 - C workmen compensation
 - D None of the above
- 10 Historical or Actual Cost Method was developed by?
 - A Rensis Likert and Eric G Flamholtz
 - B Brummet, Flamholtz and Pyle
 - C S.K Chakraborty
 - D None of the above

Part – B (Do as Directed)

(10)

State whether the following statements are true or false:

- 1 The term Organization Development is often used interchangeably with organizational effectiveness.
- 2 Human resources are the most important assets of an Organization.
- 3 Organization design begins with the creation of a control.
- 4 HR Planning reduces surplus manpower and unnecessary financial burden.
- 5 It is possible to track the current and predict future human resources trends, correctly.
- 6 Accurate selection process derives maximum job satisfaction, labour turnover is reduced.
- 7 Training does not bring any change in confidence in the minds of employees.
- 8 Performance appraisal can help reveal the causes of good and poor employee performance.
- 9 Reports must conform to organizational objectives.
- 10 There is a prescribed format of the report in case of HR audit.