

Seat No. : \_\_\_\_\_

# AB-102

April-2019

B.B.A., Sem.-IV

## CC-211 : Basic Human Resource Management

Time : 2:30 Hours]

[Max. Marks : 70

1. (A) (i) Define Industrial Disputes. Discuss various causes of I.D. 7  
(ii) Discuss the parties of IR in detail. 7
- OR
- (i) Discuss the functions of Trade Unions.  
(ii) Define Grievance. Explain steps in Grievance process.
- (B) MCQ/objectives. (Attempt any 4 out of 6) 4
- (1) Industrial Relation is a \_\_\_\_\_ between employer and employees.  
(a) Relation (b) Understanding (c) Contract
- (2) The International Labour Organization (ILO) is formed to \_\_\_\_\_ the workers' representation on the international front.  
(a) Strengthen (b) Maximizing (c) Compete
- (3) There should be "One Union in One Industry". (True or False)
- (4) \_\_\_\_\_ is a source of solving the problems of employees in the work situation collectively.  
(a) Collective bargaining (b) Adjudication (c) Arbitration
- (5) Mention two forms of strikes.
- (6) Mention two effects of Industrial disputes on labour.
2. (A) (i) Explain various components of Remuneration. 7  
(ii) Define incentives. Explain its importance and limitation. 7

OR

- (i) Discuss the reasons for higher remuneration to executives.
- (ii) Calculate incentives for A, B, C by Emerson's Efficiency Plan from given information:

Standard Output : 20 hrs = 200 units.

Rate / hrs : ` 10

Output of A : 100 units

B : 200 units

C : 300 units

(B) MCQ/objectives (Attempt any 4 out of 6).

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- (1) \_\_\_\_ are special executive benefits usually non-cash items.
  - (a) Basic salary
  - (b) Perquisites
  - (c) Executive salary
- (2) Executives have an opportunity to earn a bonus upto \_\_\_\_ of their basic salary.
  - (a) 20%
  - (b) 100%
  - (c) 120%
- (3) Salaries affect the employee's \_\_\_\_ and work performance.
  - (a) incentives
  - (b) productivity
  - (c) union
- (4) Purpose of incentives is \_\_\_\_ work load.
  - (a) lower
  - (b) higher
  - (c) varied
- (5) In Emerson Efficiency Plan, an additional \_\_\_\_ % bonus is paid for each additional one percent efficiency.
  - (a) 1
  - (b) 2
  - (c) 1/2
- (6) Mention two purposes of incentives.

3. (A) (1) What are various sources of stress ? Discuss the strategies to overcome it.  
 (2) Discuss the causes of industrial accidents. 7

OR

- (1) Discuss various approaches to employee welfare.
- (2) Explain different types of Fringe Benefit.

(B) MCQ/objectives (Attempt any 3 out of 5).

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- (1) \_\_\_\_ means affection for mankind.
  - (a) Philanthropy
  - (b) Psychology
  - (c) Philosophy
- (2) Mention two types of Employee Welfare.
- (3) Fringe benefits create a sense of \_\_\_\_ among employees.
  - (a) Belongingness
  - (b) Togetherness
  - (c) Bitterness

- (4) Organizations provide a \_\_\_\_ of fringe benefits.  
(a) limited number (b) variety (c) arbitrary
- (5) Mention two objectives of Employee Welfare.
4. (A) (1) Define WPM and discuss the scope of it in detail. 7  
(2) Discuss the process of H.R. Audit. 7
- OR
- (1) Write short note : Work Life Balance (WLB).  
(2) Write short note : Call centers.
- (B) MCQ/objectives (Attempt any 3 out of 5). 3
- (1) Mention two H.R. Ethical Issues.  
(2) Mention two advantages of BPO.  
(3) Participative management is influenced by the structure of industrial \_\_\_\_  
at work-place.  
(a) Relations (b) Safety (c) Unions  
(4) \_\_\_\_ is the activity in which the work of company is given outsiders.  
(a) Out-sourcing (b) Quality circles (c) WLB  
(5) H.R. Audit involves \_\_\_\_ of action plan.  
(a) Blue-print (b) Follow-up (c) Review  
\_\_\_\_\_