

Seat No. : _____

AQ-113

April-2022

B.B.A., Sem.-IV

CC-211 : Human Resources Management

Time : 2 Hours]

[Max. Marks : 50

- Instructions : (1) All Questions in Section-I carry equal marks.
(2) Attempt any Two questions in Section-I.
(3) Question-5 in Section-II is COMPULSORY.

SECTION-I

1. (A) Define Industrial Dispute. Discuss various causes of industrial disputes. 10
(B) "Compulsory arbitration is the best method for solving industrial disputes." you believe it ? Why ? 10
2. (A) Define Incentive. Explain various components of employee remuneration. 10
(B) Explain Gantt Incentive Method. 10
3. (A) What are Fringe Benefits ? Explain types of fringe benefits. 10
(B) Define Stress. Explain various sources of stress. 10
4. (A) Discuss Quality Control Circle and state its objectives. 10
(B) Define Ethics and explain HR ethical issues. 10

SECTION-II

5. Do as Directed : 10
(1) Which of the following is NOT a non-financial Remuneration ?
(a) Gratuity (b) Recognition
(c) Supervision (d) Challenging Job Responsibility

- (2) Fringe benefits create a sense of _____ among employees.
 (a) Belongingness (b) togetherness
 (c) bitterness (d) usefulness
- (3) Executive have an opportunity to earn a bonus up to _____ of their basic salary
 (a) 20% (b) 100% (c) 40% (d) 120%
- (4) Purpose of incentives is _____ workload.
 (a) lower (b) higher
 (c) varied (d) None of the above
- (5) _____ means affection for mankind.
 (a) Philanthropy (b) Psychology (c) Philosophy (d) Physiology
- (6) When the dispute is under adjudication, strikes and lockouts are prohibited.
 (True/False)
- (7) HR audit involves _____ of action plan.
 (a) Blueprint (b) follow up (c) review (d) outsource
- (8) Small size of trade union creates problem of lack of funds for member's welfare.
 (True /False)
- (9) Administration of fringe benefits should be preceded by sound planning. (True /F)
- (10) TQM stands for _____.
 (a) Total Quality Management (b) Total Quantity Management
 (c) Tool Quality Management (d) Test Quality Management
- (11) Stress can be either positive or negative. (True/False)
- (12) The judiciary has constituted wage board, labour court, and tribunal and enacted series of labour acts. (True/False)
- (13) Which of the following is NOT a Party to I.R. ?
 (a) Employee (b) Employers (c) Government (d) Teachers
- (14) Which Country firstly started using concept of QCC ?
 (a) Japan (b) UAE (c) Korea (d) India
- (15) Good industrial relations help in improvement of cooperation, performance productivity. (True/False)