

**AL-104**

April-2023

**B.B.A., Sem.-IV****CC-211 : Human Resource Management**

Time : 2:30 Hours]

[Max. Marks : 70

1. (i) What is Industrial Relations? Mention the Parties to I.R in detail. 7
- (ii) Brief the term Trade Union and discuss the problems of Trade Union. 7

**OR**

- (i) Discuss why employees join Trade Union. 7
- (ii) Narrate the terms : 7
- (1) Conciliation
- (2) Adjudication

2. (i) Justify Higher Remuneration to executives. 7
- (ii) Define Incentive. Discuss the Pros and Cons of Incentives. 7

**OR**

- (i) Discuss the Components of Executive Remuneration. 7
- (ii) Calculate incentive by GANTT method. 7

Standard output : 80 unit      Rate per hour : ₹ 5      Time Taken: 8 hrs.

High Piece rate : ₹ 2      High piece rate output: 120 units

3. (i) What are the sources of Stress ? 7
- (ii) Discuss various Approaches to Employee Welfare. 7

**OR**

- (i) Discuss the principles of fringe benefits. 7
- (ii) Define the causes of Industrial Accidents. 7

Seat No. : 7072

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4. (i) Explain meaning and scope of HR Audit. 7  
(ii) Discuss TQM and Quality circles as a method of worker's participation management. 7

**OR**

- (i) Discuss any two HR challenges. 7  
(ii) Discuss the limitations of worker's participation in management. 7

5. Do as directed : (any seven) 14

- (1) Good Industrial Relations improve the performance, Co-operation and productivity. (True/False)  
(2) One of the objectives of I.R. is to avoid Industrial conflict. (True/False)  
(3) Adjudication is a mandatory settlement of Ind. dispute by judiciary. (True/False)  
(4) \_\_\_\_\_ are special executive benefits usually noncash items.  
(5) The conciliation officer must submit his or her report within 14 days from the date of commencement of the process. (True/False)  
(6) Intramural facility given to employees outside the organisation. (True/False)  
(7) Retaining High calibre is more difficult than attractive them. (True/False)  
(8) Industrial Dispute is a sign of healthy organisation. (True/False)  
(9) Stress can be either positive or negative. (True/False)  
(10) Fringe benefits create a sense of \_\_\_\_\_ among employees.  
(a) Togetherness  
(b) Usefulness  
(c) Bitterness  
(d) Belongingness  
(11) What is Work-life balance ?  
(12) Full name of TQM and QC