

AM-101

April-2024

B.B.A., Sem.-IV**CC-211 : Human Resource Management****Time : 2:30 Hours]****[Max. Marks : 70**

1. Write the following :
- (i) Define Trade Union. Discuss various rights of a registered Trade Union. 7
- (ii) Discuss different methods to solve Industrial Disputes. 7
- OR**
1. (i) What is an Industrial Dispute ? Discuss various forms of Industrial Disputes. 7
- (ii) Explain the concept of Grievance. Discuss Grievance Handling procedures. 7
2. Write the following :
- (i) Define Remuneration and explain various components of remuneration. 7
- (ii) Define Incentive bringing out its importance and limitations. 7
- OR**
2. (i) "Higher remuneration should be given to executives in any organisation." Comment. 7
- (ii) Calculate incentives for A, B, C by Emerson's Efficiency Plan from given information : 7
- Standard Output : 40 Hrs = 400 units
 Rate per hour : 5 ₹
 Output of A = 200 units
 B = 400 units
 C = 600 units
3. Write the following :
- (i) Define Fringe Benefits. Explain various types of Fringe Benefits. 7
- (ii) Explain various types of employee welfare measures. 7
- OR**
3. (i) Give meaning and concept of Industrial Safety and Health. 7
- (ii) Discuss various ways to reduce accidents at the workplace. 7
4. Write the following :
- (i) Define workers participation in management and discuss importance of WPM. 7
- (ii) Explain meaning and scope of HR Audit. 7
- OR**
4. (i) Discuss Quality circles as methods of workers participation in management. 7
- (ii) Discuss work life balance and ethical issues as major HR challenges. 7

5. Attempt any **seven** out of **twelve** :

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- (1) A Trade Union can acquire and hold property and can enter into contracts in its own name. (True/ False)
- (2) A cessation of work by a body of persons employed in any industry acting in combination to continue to work or to accept employment is known as _____.
 - (a) Strike
 - (b) Lock out
 - (c) Gherao
 - (d) Bandh
- (3) As per Payment of Bonus Act, 1965, it is compulsory to give _____ percent bonus to the workers.
 - (a) 12
 - (b) 6
 - (c) 8.33
 - (d) 5.7
- (4) Multiple Piece Rate System was introduced by _____.
 - (a) Gantt
 - (b) Taylor
 - (c) Merrick
 - (d) Emerson
- (5) Which among the following is not an indirect financial remuneration ?
 - (a) Fringe Benefits
 - (b) Gratuity
 - (c) Wages
 - (d) Provident Fund
- (6) Executives have an opportunity to earn a bonus upto _____ of their basic salary.
 - (a) 20%
 - (b) 100%
 - (c) 150%
 - (d) 50%
- (7) Paternalistic Approach is also known as Trusteeship Theory. (True/ False)
- (8) In case of lay-off, employees are entitled to lay-off compensation at the rate of _____ of the total of the basic wage and dearness allowance.
 - (a) 10%
 - (b) 30%
 - (c) 50%
 - (d) 5%
- (9) The employee welfare services which are provided within the establishment are known as extramural services. (True/ False)
- (10) Call centre business is also known as Voice business. (True/ False)
- (11) _____ is a volunteer group composed of members who meet to talk about workplace and service improvements and make presentations to their management with their ideas.
 - (a) TQM
 - (b) Joint Council
 - (c) Quality circles
 - (d) None of the above
- (12) Write full form of TQM and BPO.