

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." Do 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 /False)
- (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 a 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 and productivity. (True/False)