

Gujarat University
S.Y.B.B.A Semester- IV
CC 211 Human Resource Management II

Date:

Total Marks: 50

Time: 2:00 Hrs.

Instructions: All the questions in section 1 carry equal marks.

Attempt any two questions in Section I.

Question V in Section II is compulsory.

Section-I

Q-I A What is Industrial Dispute? Discuss ant two methods for resolving industrial disputes. **[10]**

Q-I B Define Trade Union. Mention major reasons for joining Trade Unions. **[10]**

OR

Q-II A Define Remuneration. Discuss various components of Remuneration. **[10]**

Q-II B Explain the meaning of Fringe Benefits. Explain various types of Fringe Benefits offered to employees. **[10]**

OR

Q-III A Define Employee Welfare. Discuss following approaches to Employee Welfare: **[10]**

- i) Policing theory
- ii) Religion theory
- iii) Paternalistic theory

Q-III B What is Stress? Discuss major sources of Stress. What are consequences of Stress? **[10]**

OR

Q-IV A Explain HR Audit. Discuss the scope of HR Audit. **[10]**

Q-IV B Discuss Worker's Participation in Management. Discuss the scope of WPM. **[10]**

Section-II

Attempt any 10 MCQs.

[10]

1. _____ is an association of workers in one or more occupations for protecting workers' interest.
 - a. Employer's association
 - b. Trade union
 - c. Labour court
 - d. None of the above

2. In Emerson's efficiency plan, an additional _____ % of bonus is given for each additional one percent efficiency.
 - a. 2%
 - b. 1%
 - c. 5%
 - d. 10%

3. _____ aspect of Religion theory implies that the fruits of today's deeds will be reaped tomorrow.
 - a. Atonement
 - b. Investment
 - c. Appeasement
 - d. Social

4. _____ are special executive benefits that are generally paid in the form of non-cash.
 - a. Incentives
 - b. Wages
 - c. Salary
 - d. Perquisites

5. Call centres are also referred to as _____.
 - a. Voice business
 - b. Insourcing
 - c. Call management
 - d. All of the above

6. A process of evaluating effectiveness of HR function is known as _____.
- Training
 - Development
 - Learning
 - HR Audit
7. According to _____ theory of welfare, employers provide welfare facilities to employees due to love for mankind.
- Religion
 - Social
 - Philanthropic
 - Placating
8. _____ refers to making adverse decisions against employees based on their membership in a certain group.
- Diversity
 - Job Discrimination
 - Stereotyping
 - Differentiation
9. If disputes are not resolved by any other methods, it must be solved through _____.
- Mediation
 - Voluntary Conciliation
 - Compulsory Conciliation
 - Compulsory Arbitration
10. Lay-off compensation can be paid for upto _____ days.
- 10
 - 20
 - 35
 - 45
11. Paid vacations and holidays are example of _____.
- Direct remuneration
 - Incentives

- c. Fringe benefits
- d. All of the above

12. Sports facilities which are provided to employees outside the premises of organization is _____ welfare.

- a. Internal
- b. External
- c. Intramural
- d. Extramural

13. The payment that is done to workers on hourly or weekly basis is referred to as _____ .

- a. Incentives
- b. Wages
- c. Salary
- d. All of the above

14. Harmonious _____ is essential to avoid industrial conflicts or strike and maintain healthy relations between employee and employer.

- a. Industrial peace
- b. Trade union
- c. Industrial relations
- d. Fringe benefits

15. Sharing the load is one of the ways to maintain good _____.

- a. BPO
- b. Discrimination
- c. Diversity
- d. Work life balance
