

Seat No. : _____

AB-102

April-2019

B.B.A., Sem.-IV

CC-211 : Basic Human Resource Management

Time : 2:30 Hours]

[Max. Marks : 70

1. (A) (i) Define Industrial Disputes. Discuss various causes of I.D. 7
(ii) Discuss the parties of IR in detail. 7

OR

- (i) Discuss the functions of Trade Unions.
(ii) Define Grievance. Explain steps in Grievance process.

- (B) MCQ/objectives. (Attempt any 4 out of 6) 4

- (1) Industrial Relation is a _____ between employer and employees.
(a) Relation (b) Understanding (c) Contract
- (2) The International Labour Organization (ILO) is formed to _____ the workers representation on the international front.
(a) Strengthen (b) Maximizing (c) Compete
- (3) There should be "One Union in One Industry". (True or False)
- (4) _____ is a source of solving the problems of employees in the work situation collectively.
(a) Collective bargaining (b) Adjudication (c) Arbitration
- (5) Mention two forms of strikes.
- (6) Mention two effects of Industrial disputes on labour.

2. (A) (i) Explain various components of Remuneration. 7
(ii) Define incentives. Explain its importance and limitation. 7

OR

- (i) Discuss the reasons for higher remuneration to executives.
- (ii) Calculate incentives for A, B, C by Emerson's Efficiency Plan from given information:

Standard Output : 20 hrs = 200 units.

Rate / hrs : ₹ 10

Output of A : 100 units

B : 200 units

C : 300 units

(B) MCQ/objectives (Attempt any 4 out of 6). 4

- (1) _____ are special executive benefits usually non-cash items.
 - (a) Basic salary (b) Perquisites (c) Executive salary
- (2) Executives have an opportunity to earn a bonus upto _____ of their basic salary.
 - (a) 20% (b) 100% (c) 120%
- (3) Salaries affect the employee's _____ and work performance.
 - (a) incentives (b) productivity (c) union
- (4) Purpose of incentives is _____ work load.
 - (a) lower (b) higher (c) varied
- (5) In Emerson Efficiency Plan, an additional _____ % bonus is paid for each additional one percent efficiency.
 - (a) 1 (b) 2 (c) 1/2
- (6) Mention two purposes of incentives.

- 3. (A) (1) What are various sources of stress ? Discuss the strategies to overcome it. 7
- (2) Discuss the causes of industrial accidents. 7

OR

- (1) Discuss various approaches to employee welfare.
- (2) Explain different types of Fringe Benefit.

(B) MCQ/objectives (Attempt any 3 out of 5). 3

- (1) _____ means affection for mankind.
 - (a) Philanthropy (b) Psychology (c) Philosophy
- (2) Mention two types of Employee Welfare.
- (3) Fringe benefits create a sense of _____ among employees.
 - (a) Belongingness (b) Togetherness (c) Bitterness

- (4) Organizations provide a _____ of fringe benefits.
 (a) limited number (b) variety (c) arbitrary
- (5) Mention two objectives of Employee Welfare.

4. (A) (1) Define WPM and discuss the scope of it in detail. 7
 (2) Discuss the process of H.R. Audit. 7

OR

- (1) Write short note : Work Life Balance (WLB).
 (2) Write short note : Call centers.

- (B) MCQ/objectives (Attempt any 3 out of 5). 3

- (1) Mention two H.R. Ethical Issues.
 (2) Mention two advantages of BPO.
 (3) Participative management is influenced by the structure of industrial _____ at work-place.
 (a) Relations (b) Safety (c) Unions
 (4) _____ is the activity in which the work of company is given outsiders.
 (a) Out-sourcing (b) Quality circles (c) WLB
 (5) H.R. Audit involves _____ of action plan.
 (a) Blue-print (b) Follow-up (c) Review

