

Seat No. : \_\_\_\_\_

# AM-104

April-2025

B.B.A., Sem.-IV (NEP)

## DSC-M-244 : Human Resource Management

Time : 2:00 Hours]

[Max. Marks : 50

1. Define Trade Union. Also, mention reasons for joining the Trade Union. 10

**OR**

1. What is an Industrial Dispute ? Explain any three methods of solving Industrial disputes. 10

2. What is the meaning of Employee Compensation ? Write down internal and external factors affecting compensation. 10

**OR**

2. Define incentives and write about their importance and limitations. 10

3. Explain Fringe Benefits and write in detail the types of it. 10

**OR**

3. What causes Industrial Accidents ? Explain the measures to prevent Industrial accidents. 10

4. What are HR challenges ? Explain in detail about Outsourcing, B.P.O. and Call Centers. 10

**OR**

4. Explain the concept of Workers' Participation in Management. Write in detail about the Grievance procedure and Quality circle. 10

5. Attempt any **ten** out of **twelve** : 10

(1) The Code of Discipline was introduced to promote \_\_\_\_\_ relations between employers and employees. (bitter/harmonious)

(2) Arbitration involves a neutral third party making a binding decision in an industrial dispute. (True/False)

- (3) Which of the following is NOT a party to industrial relations ?
- (a) Employers (b) Employees  
(c) Government (d) Consumers
- (4) Compensation includes only monetary benefits given to employees. (True/False)
- (5) Stock options and bonuses are common elements of \_\_\_\_\_ compensation.
- (6) Which of the following is an element of executive compensation ?
- (a) House rent allowance (b) Stock options  
(c) Travel reimbursements (d) Overtime pay
- (7) What is an example of an intramural welfare measure ?
- (a) Housing facilities  
(b) Transportation services  
(c) Medical aid inside the factory  
(d) Family education programs
- (8) List two key objectives of industrial safety programs.
- (9) An industrial accident caused by slippery floors is classified under \_\_\_\_\_ conditions.
- (10) Which of the following is an external HR challenge ?
- (a) Employee engagement (b) Organizational structure  
(c) BPO (d) Job rotation
- (11) What is BPO ?
- (12) Call centers are primarily involved in manufacturing processes. (True/False)
-