

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

**AK-118**

**April-2016**

**B.B.A., Sem.-IV**

**CC-211 : Human Resource Management**

**Time : 3 Hours]**

**[Max. Marks : 70**

1. (a) Define Industrial Relations. Discuss various parties to I.R. 7

**OR**

Explain the concept of Grievance. Discuss Grievance Handling procedures.

- (b) Explain the reasons for joining a trade union. 7

**OR**

What is an Industrial Dispute ? What are the major causes of Industrial Disputes ?

2. (a) Discuss various components of Employee Remuneration. 7

**OR**

Bring out importance of Incentives. Discuss its limitations.

- (b) "Executives should be given higher remuneration in the organization" –  
Comment. 7

**OR**

Calculate Incentive for A, B, C by Emerson's Efficiency Plan from given information :

Standard output : 30 hrs = 300 units

Rate/hr : ₹ 5

Output of A – 100 units

B – 300 units

C – 450 units

3. (a) Discuss various causes of Industrial accidents. 7

**OR**

What are the principles of employee fringe benefits ?

- (b) Define stress. Explain various sources of stress. 7
- OR**
- Explain types of employee welfare.
4. (a) Write a note on “Importance of worker’s participation in Management”. 7
- OR**
- Explain work-life balance and welfare diversity as major challenges of H.R.
- (b) Explain meaning and scope of HR Audit. 7
- OR**
- Discuss TQM and Quality Circles as methods of workers participation in management.
5. Do as directed : 14
- (1) Good industrial relations help in improvement of cooperation, performance and productivity. (True/False).
  - (2) The \_\_\_\_\_ of grievance leads to strike, lockouts & other forms of conflicts.
    - Resolution
    - Stagnation
    - Accumulation
    - None of these
  - (3) Define ‘Grievance’.
  - (4) Small size of trade unions creates problem of lack of funds for members welfare. (True/False)
  - (5) If the dispute is not settled by any other method, the government may refer it for \_\_\_\_\_.
  - (6) State the factors considered to determine the basic salary of the employee.
  - (7) In Emerson’s efficiency plan, an additional \_\_\_\_\_ percent bonus is paid for each additional one percent efficiency.
  - (8) Explain Industrial Health.
  - (9) Give few examples of Fringe Benefits for health protection.
  - (10) Explain extramural facilities.
  - (11) Stress can be either positive or negative. (True/False)
  - (12) State various approaches of HR Audits.
  - (13) Explain Quality Circle.
  - (14) Administration of fringe benefits should be proceeded by sound planning. (True/False).