

Seat No. : _____

ZD-125

May-2014

B.B.A., Sem.-IV

CC-211 : Human Resource Management

Time : 3 Hours]

[Max. Marks : 70

1. (a) Define Trade Union. Discuss reasons for joining trade unions. 7
OR
Discuss the concept of grievance and grievance procedure.
- (b) Define Industrial relations. Discuss the objectives of industrial relations. 7
OR
Write notes on Conciliation and arbitration as methods of resolving industrial disputes.
2. (a) Define Remuneration. Discuss components of executive remuneration. 7
OR
What are incentives ? Discuss the importance of incentives.
- (b) Justify reasons for higher remuneration to executives. 7
OR
Calculate the earnings of A, B and C under Taylor's differential piece-rate system
Standard output : 80 units.
Rate per unit (piece-rate) : 50 paise
Outputs of :
A : 60 units
B : 80 units
C : 100 units
3. (a) Discuss the various types of fringe benefits. 7
OR
Draw and discuss the safety program and policy.
- (b) What are the causes of industrial accidents ? 7
OR
Discuss the various intramural and extramural welfare programmes.

4. (a) Write notes on Quality circles and Board level participation as methods of worker's participation. 7

OR

What is Human Resource Audit ? Discuss its benefits.

- (b) Explain 'Outsourcing' and 'Diversity' as challenges of Human Resource Management. 7

OR

Discuss the importance of workers' participation in Management.

5. Attempt the following : 14

- (1) State any two problems of trade unions.
 - (2) What is adjudication ?
 - (3) Mention any two reasons for industrial disputes.
 - (4) State the parties to industrial relations.
 - (5) Mention any two limitations of incentives.
 - (6) State the efficiency criteria of calculating incentives as per Emerson's plan.
 - (7) What is Remuneration ?
 - (8) State components of Employee remuneration.
 - (9) Mention any two principles of fringe benefits.
 - (10) State any two sources of stress.
 - (11) Mention any two ways to control Noise pollution.
 - (12) Give any two approaches to Employee welfare.
 - (13) State any two limitations of workers' participation in Management.
 - (14) What is ownership participation ?
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