

**BBA., Sem. - 4**  
CC – 211: Human Resource Management

**Time: 2:00 Hours]**

**Total Marks: 50]**

**Instructions:** (1) All Questions in **Section I** carry equal marks  
(2) Attempt any **TWO** Questions in **section I**  
(3) Question V in **section II** is **COMPLUSORY**

**Section I**

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|-------|---|--|----|
| Q.I   | A | Define Industrial Relation. Discuss various parties to Industrial Relation.      | 10 |
|       | B | What is an Industrial Dispute? What are the major causes of Industrial Disputes? | 10 |
| Q.II  | A | Explain various components of executive Remuneration.                            | 10 |
|       | B | Define Incentives Bring out its Benefit and Limitations.                         | 10 |
| Q.III | A | What is Fringe Benefit? Explain principles of Fringe Benefit.                    | 10 |
|       | B | Discuss the various causes of Industrial Accidents in detail.                    | 10 |
| Q.IV  | A | Define workers participation in Management (WPM) and give importance of WPM.     | 10 |
|       | B | Explain process of H.R. Audit.   | 10 |

**Section II**

- Q.V Multiple Choice Questions: (Any 10 out of 15) 10

1. \_\_\_\_\_ leave is considered by the whole group as the protest campaign or movement against the management or the employer.
  - (a) Mass casual leave
  - (b) Medical Leave
  - (c) Duty Leave
  - (d) None of the Above
2. Identify the Major Parties of IR.
  - (a) Employees
  - (b) Government
  - (c) Trade Union
  - (d) All of the Above
3. \_\_\_\_\_ strike refers to a day's stoppage or temporary stoppage of work.
  - (a) Token
  - (b) Hunger
  - (c) Bandhs
  - (d) Casual
4. \_\_\_\_\_ is source of solving the problem of employees in the work situation collectively.
  - (a) Collective Bargaining
  - (b) Adjudication
  - (c) Arbitration
  - (d) All of the Above

5. Which of the following is/are a form of Industrial Dispute \_\_\_\_\_?
  - (a) Lock-out
  - (b) Gheros
  - (c) Non-cooperation
  - (d) All of the Above
  
6. \_\_\_\_\_ refers to the absence of industrial dispute.
  - (a) Stress
  - (b) Industrial Peace
  - (c) Business combination
  - (d) None of the Above
  
7. \_\_\_\_\_ are special executive benefit usually non-cash items.
  - (a) Basic salary
  - (b) Dearness Allowances
  - (c) Perquisites
  - (d) Executives salary
  
8. \_\_\_\_\_ Theory implies that welfare facilities are provided to make the workers more efficient.
  - (a) Functional Theory
  - (b) Placating Theory
  - (c) Social Theory
  - (d) Policing Theory
  
9. \_\_\_\_\_ are called extra amount paid rather than salaries.
  - (a) Claims
  - (b) Incentives
  - (c) Gratuity
  - (d) None of the Above
  
10. Which welfare measure include Medical aid, Canteen facilities , rest room, library fees and recreation facilities.
  - (a) Intramural
  - (b) Extramural
  - (c) Both A and B
  - (d) None of the Above
  
11. \_\_\_\_\_ is a process of examining policies, procedures, documentation, system and practices with respect to an organization's H.R Functions.
  - (a) Recruitment
  - (b) H.R Audit
  - (c) Performance Appraisal
  - (d) Staffing

12. \_\_\_\_\_ is the activity in which the work of company is given to outsiders
- (a) WLB
  - (b) WPM
  - (c) Out-sourcing
  - (d) Quality circle
13. Fringe benefit creates a sense of \_\_\_\_\_ among employees.
- (a) Belongingness
  - (b) Togetherness
  - (c) Bitterness
  - (d) None of the Above
14. H.R Audit involves \_\_\_\_\_ of Action plan
- (a) Blue-print
  - (b) Follow-up
  - (c) Review
  - (d) None of the Above
15. Which of the following is/are the objectives of Quality Circle?
- (a) Quality Improvement
  - (b) Waste Reduction
  - (c) Cost Reduction
  - (d) All of the Above
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