

BACHELOR OF BUSINESS ADMINISTRATION
Third Semester
HUMAN RESOURCE MANAGEMENT
(BBA - 11)

Duration: 3Hrs.

Full Marks: 70

Part-A (Objective) =20
Part-B (Descriptive) =50

(PART-B: Descriptive)

Duration: 2 hrs. 40 mins.

Marks: 50

Answer any *five* of the following questions:

1. Define 'Human Resource Management'. Write any three scopes of Human Resource Management. Explain the nature of Human Resource Management. (2+3+5=10)
2. Define Human Resource Management environment. Just mention different factors come under external HRM Environment. Draw and explain the composition of HRM Department. (2+3+5=10)
3. Write the differences between Human Resource Management and Personnel Management. Explain different Operative functions of Personnel Management. (5+5=10)
4. Explain the elements of a good Recruitment policy. Write on five different types of 'External Sources' of Recruitment. (5+5=10)
5. Write two essentials of a Selection Procedure. Explain the 'Selection Process' with the help of a stepwise diagram. (2+8=10)
6. Define 'Training'. Write any three 'Need and Importance of Training'. Mention any 10 benefits of Training to the organization. (2+3+5=10)

7. Define On-the-job and Off-the-job Training. Just mention six different types of 'Off-the -job training'. Write three 'Objectives of Training'. (2+2+3+3=10)
8. What do you understand by the term 'Performance Appraisal'? Write three 'Features of Performance Appraisal'. Explain the Performance Appraisal Process. (2+3+5=10)

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Duration: 20 minutes

Marks – 20

(PART A - Objective Type)

I. Choose the correct answer:

1×7=7

1. Which function does not come under HR Manager in composition of HR Department?
 - a. HR Planning
 - b. Canteen Facilities
 - c. Compensation
 - d. Recruitment & Selection
2. Which is not a factor of External Environment of the organization?
 - a. Employees
 - b. Unions
 - c. Technological Factor
 - d. Social Factor
3. Which is not a method of Recruitment?
 - a. Direct Method
 - b. Second Party Method
 - c. Indirect Method
 - d. Third Party Method
4. Which is the fourth step of "Selection Process"?
 - a. Reception
 - b. Preliminary Interview
 - c. Selection Tests
 - d. Checking References
5. Which is not an On-the-job Training?
 - a. Coaching
 - b. Position Rotation
 - c. Mentoring
 - d. Vestibule Training
6. The composition of HR department depends upon few variables, they are-
 1. Size of the organization
 2. Scale of operation
 3. Attitude of the management
 4. External environment

a. 1,2, & 3 b. 2,3 & 4 c. 1,2 & 4 d. 1,3 & 4
7. These are the different functions come under "Operative Function" of Personnel Management.
 1. Procurement
 2. Development
 3. Compensation
 2. 4. Integration
 5. Maintenance
 6. Controlling

a. 1,2,3,4 & 5. b. 2,3,4,5 & 6
c. 1,2,3,4, & 6 d. 1,3,4,5 & 6

II. Write true or false:**1×3=3**

1. The composition of HR department also depends upon the size of the organization. True/False
2. 'Directive' function comes under Operative Function of Management. True/False
3. Globalization is a challenge of Personnel Management. True/False

III. Fill in the blanks:**1×10=10**

1. "Merit Rating" is another name of _____.
a. Training b. Performance Appraisal
c. Selection d. None of above
2. "Assessment Centre" is a method of appraising performance come under _____ method.
a. Modern Method b. Traditional Method
c. Both of them d. None above
3. In _____ system, employees are given grades according to the judgement of the rater.
a. Paired Comparison b. Check-list
c. Straight Ranking d. Grading
4. _____ is a process of choosing candidates for employment.
a. Selection b. Personnel Management
c. Human Recourse Management d. Recruitment
5. _____ provides a framework for the implementation of the recruitment programme.
a. Recruitment plans b. Recruitment Policy
c. Recruitment Objective d. Recruitment strategy
6. In _____ training, a training centre is set up and actual job conditions are duplicated or simulated in it.
a. Class room Training b. Vestibule Training
c. Apprenticeships Training d. Internship Training
7. _____ training is an 'Earn while you learn' scheme.
a. Class room Training b. Vestibule Training
c. Apprenticeships Training d. Internship Training
8. It is _____, which is a traditional way of education come under Off-the-job Training which places the trainee in a class room.
a. Class room Training b. Vestibule Training
c. Apprenticeships Training d. Internship Training

9. The step after the 'Final Selection' in a selection process is known as _____.

- a. Checking reference
- b. Job offer
- c. Job contract
- d. Physical examination.

10. "Communicating Standards to Employees" is the _____ step of performance appraisal process.

- a. 2nd Step
- b. 3rd Step
- c. 4th Step
- d. 5th Step
