

DL-11

Your Roll No.....

**BACHELOR OF BUSINESS
ADMINISTRATION II YEAR
EXAMINATION, 2010**

Paper — BBAD-303

HUMAN RESOURCE MANAGEMENT

Time : 2½ Hours

Maximum Marks : 70

*(Write your Roll No. at the top immediately
on receipt of this question paper.)*

*Answer ALL questions of Section A, any SIX questions
of Section B and any THREE questions of Section C.*

SECTION -A (1 × 10 = 10)

Match the following

- | | |
|--------------------------|------------------------------------|
| 1) Job description | a) Improving skills on current job |
| 2) Manpower planning | b) Protégé |
| 3) Potential appraisal | c) Confidential report |
| 4) Job Evaluation | d) Strike |
| 5) Minimum Wage | e) What a job entails |
| 6) Gherao | f) Worth of a job |
| 7) Recruitment process | g) Forecasting |
| 8) Training | h) Gate hiring |
| 9) Performance appraisal | i) Succession Planning |
| 10) Mentor | j) Important for fixing salary |

P.T.O.

SECTION - B (6 × 5 = 30)

*Answer any SIX questions
Each question carries 5 marks*

11. Define human resource management and why is it important in the organization ?
12. Discuss pros and cons of interview technique.
13. Discuss the objectives and uses of performance appraisal.
14. What are the pros and cons of incentive system ?
15. What are the causes of indiscipline and grievance ?
16. Who is a Mentor ? How does he help the protégé ?
17. Differentiate between job description and job specification
18. What are the causes of strikes in industry.

SECTION - C (10 × 3 = 30)

*Answer any THREE questions.
Each question carries 10 marks*

19. Discuss in detail the process of manpower planning.

20. Discuss in detail the various external methods of recruitment.
21. Explain the techniques of performance appraisal.
22. Explain the various training methods for managers.
23. Discuss the various methods of job evaluation.