BBA LLB
SECOND SEMESTER
HUMAN RESOURCE MANAGEMENT-II
BBLB – 202

[USE OMR FOR OBJECTIVE PART]

SET A

Duration: 3 hrs. **Full Marks: 70**

Objective

Time: 30 min. **Marks: 20**

Choose the correct answer from the following: ***1×20=20***

1. What is meant by dry promotion?
   a. Both responsibility and salary is increased
   b. Responsibility and status is increased but not the salary
   c. Promotion is granted but becomes effective from next year
   d. Promotion is granted but subjected to certain conditions

2. Job evaluation primarily focuses on-
   a. The person doing the job
   b. The performance of employees
   c. The relative values of jobs
   d. Employee behaviour

3. Which evaluation model is most commonly used to assess training effectiveness?
   a. Maslow's Hierarchy
   b. Kirkpatrick's Model
   c. Vroom's Expectancy Theory
   d. Herzberg's Two Factor Theory

4. Role playing executive development method is often used to-
   a. Organize material
   b. Change attitudes
   c. Provide information
   d. Change results

5. Which of the following is not a Performance Appraisal Biases?
   a. Halo effect
   b. Independent survey
   c. Central Tendency
   d. Rater effect

6. Which of these involve shifting of an employee from one job to another?
   a. Apprenticeship program
   b. Coaching
   c. Internship training
   d. Job rotation

7. Shifting of an employee from one job to another, one department to another or from one shift to another-
   a. Promotion
   b. Orientation
   c. Transfer
   d. Placement

8. The method used to give new or present employees the skills they need to perform their jobs are called-
   a. Training
   b. Orientation
   c. Appraisal
   d. Management

9. Which of these is an on-the-job training method where the trainee is placed on various jobs across different functions in the organizations ?
   a. Job instruction training
   b. Coaching
   c. Committee assignment
   d. Job rotation

10. What is the term for adding similar types of duties to the job of an employee without any skill upgradation ?
   a. Job enlargement
   b. Job progression
   c. Job enrichment
   d. Job harassment

11. The first step in the job evaluation process is _____.
   a. Preparation of job description and analysis of job requirements needed for its successful performance .
   b. A through examination of jobs .
   c. The comparison of one job with another .
   d. The arrangement of jobs in their correct sequence in terms of value of the firm.

12. Which of the following training method is most suitable for developing problem-solving skills ?
   a. Lecture
   b. Case study
   c. Role play
   d. Sensitive training

13. Which of the these performance appraisal methods is subjective and time consuming ?
   a. Essay method
   b. Rating scales
   c. Critical incident method
   d. Tests and observations

14. The checklist method in performance appraisal includes-
   a. Open-ended narrative reports
   b. Ranking all employees at once
   c. A list of yes/no questions or statements
   d. Using only numerical scores

15. What is the primary purpose of establishing performance standards?
   a. To punish underperformers
   b. To measure and compare actual performance
   c. To assign salaries
   d. To schedule training sessions

16. Which problem occurs when an appraiser give average ratings to all employees to avoid conflict?
   a. Halo effect
   b. Leniency error
   c. Central Tendency
   d. Recency Bias

17. Which of the following is not the objective of job evaluation?
   a. To know the worth of each job of the organization
   b. To determine fair and equitable wage structure in the plant , industry and place .
   c. To ensure utmost job satisfaction to all employees.
   d. To make the system complex and cannot be easily understood by non-supervisory staff

18. Job analysis provides the information that is used-
    a. In organization chart
    b. In policy
    c. In method
    d. In promotion

19. Human resource management emphasis-
    a. Development of people
    b. Punishment of people
    c. Adoption of people
    d. None of these

20. The process of familiarizing the new employee to the organization rules and regulations is known as-
    a. Placement
    b. Induction
    c. Recruitment
    d. Selection

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(Descriptive)

Time : 2 hrs. 30 min. **Marks : 50**

[Answer question no.1 & any four (4) from the rest]

1. What is the meaning of training evaluation and why is it important? Describe the Kirkpatrick Model of training evaluation. **5+5=10**

2. Suppose your organization wants to establish a fair salary structure for different roles. What steps would you follow in the job evaluation process? **10**

3. Differentiate between performance appraisal and job evaluation. Briefly discuss the methods of performance appraisal. **4+6=10**

4. Define promotion. What are the different types of promotion? Discuss promotion policies. **2+4+4 =10**

5. Discuss the methods of executive development. Which one you consider the most suitable for developing middle-level managers and why? **6+4=10**

6. What are the objectives of training? What are the key difference between on-the-job training and off-the-job training methods? **4+6=10**

7. Explain the objectives of performance appraisal.What are the major steps in the performance appraisal ? **4+6=10**

8. You have been tasked with designing a training programme for newly appointed first-line sales managers. A needs assessment has identified key training areas: understanding company policies and procedures, effectively handling customer complaints, and motivating sales personnel. What core learning principles would you incorporate into the programme to ensure its effectiveness? Which training methods would you employ to address these specific needs, and why? Explain with justification. **4+4+2 =10**

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