

Write the following information in the first page of Answer Script before starting answer

ODD SEMESTER EXAMINATION: 2020-21

Exam ID Number \_\_\_\_\_

Course \_\_\_\_\_

Semester \_\_\_\_\_

Paper Code \_\_\_\_\_

Paper Title \_\_\_\_\_

Type of Exam: \_\_\_\_\_

(Regular/Back/Improvement)

**Important Instruction for students:**

1. Student should write objective and descriptive answer on plain white paper.
2. Give page number in each page starting from 1<sup>st</sup> page.
3. After completion of examination, Scan all pages, convert into a single PDF, and rename the file with Class Roll No. **(2019MBA15)** and upload to the Google classroom as attachment.
4. Exam timing from 10am – 1pm (for morning shift).
5. Question Paper will be uploaded before 10 mins from the schedule time.
6. Additional 20 mins time will be given for scanning and uploading the single PDF file.
7. Student will be marked as ABSENT if failed to upload the PDF answer script due to any reason.

**MASTER OF SOCIAL WORK**  
**THIRD SEMESTER**  
**HUMAN RESOURCE MANAGEMENT & OCCUPATIONAL SOCIAL WORK**  
**MSW-303C**

**Duration : 3 hrs.**

**Full Marks : 70**

( **PART-A: Objective** )

**Time : 20 min.**

**Marks : 20**

***Choose the correct answer from the following:***

***1 × 20 = 20***

1. Operative functions of Human Resource Management\_\_\_\_\_
  - a. Procurement, development, Compensation & motivation.
  - b. Maintenance
  - c. Integration and emerging trends.
  - d. All of the above
2. Development is not related to \_\_\_\_\_
  - a. Conceptual
  - b. Developmental
  - c. Technical
  - d. Human Skills
3. MBO stands for \_\_\_\_\_
  - a. Management by Objectives
  - b. Manager of operation
  - c. Management by opposition
  - d. None of the above
4. The process of attracting prospective candidates to apply for a job is \_\_\_\_\_
  - a. Selection
  - b. Placement
  - c. Recruitment
  - d. None of the above.
5. The process of socializing newly appointed employee in an organization is called \_\_\_\_\_.
  - a. Recruitment
  - b. Induction
  - c. Training and development
  - d. None of the above
6. The process of finding relative worth of a job is called \_\_\_\_\_
  - a. Job Description
  - b. Job Evaluation
  - c. Job Specification
  - d. Performance appraisal
7. Off-the-job training methods include/includes \_\_\_\_\_
  - a. Vestibule training
  - b. Sensitivity Training
  - c. Role Play
  - d. All of the above.
8. \_\_\_\_\_ is a factual statement of tasks & duties involved in a job.
  - a. Job Specification
  - b. Job Description
  - c. Job Evaluation
  - d. None of the above.
9. Job Specification is a statement of \_\_\_\_\_
  - a. Minimum Qualification required for a job.
  - b. Duties and responsibilities.
  - c. Machines to be used.
  - d. None of the above.
10. The combination of peer, superior, subordinate and self review is known as

- a. 360° Appraisal  
c. Feed forward
- b. All round review  
d. None of the above
11. The concept of Management by Objectives was developed by\_\_\_\_\_.
- a. Peter Drucker  
c. Elton Mayo
- b. Douglas McGregor  
d. None of the above
12. Which of the following is/are the step/steps of Human Resource Planning?
- a. Analyzing Organizational Objectives  
c. Forecasting demand and supply
- b. Inventory of present human resources  
d. All of the above
13. Which of the following is/are not the feature/features of Fayal's 14 Principles of Management?
- a. Esprit De Corps  
c. Order
- b. Initiatives  
d. Individualism
14. Who is known as the father of Scientific Management?
- a. Elton Mayo  
c. Max Weber
- b. FW Taylor  
d. All of the above
15. Planning is\_\_\_\_\_
- a. Goal Oriented, intellectual Process, Futuristic Process.  
c. Goal Oriented, Operative function and continuous process.
- b. Goal Oriented, speculative and Continuous process.  
d. None of the above.
16. The following is/are concerned with developing pool of candidates in line with the human resource plan.
- a. Development  
c. Recruitment
- b. Training  
d. All of the above
17. Challenges faced by Human Resource Management include/includes\_\_\_\_\_
- a. Technological Changes, Workforce Diversity, Globalization.  
c. Compensation management
- b. Productivity, career planning.  
d. Downsizing and VRS
18. \_\_\_\_\_ is a survey that is conducted with an employee when he/she leaves the organization.
- a. Termination Interview  
c. Retirement interview
- b. Exit Interview  
d. None of the above
19. The Acronym 'POSDCoRB' is coined by\_\_\_\_\_.
- a. Henry Fayal  
c. Douglas McGregor
- b. Luther Gullick  
d. None of the above
20. Which of the following is/are function/functions of HR manager?
- a. Recruitment and Hiring  
c. Management of employee benefits
- b. Training and Development  
d. All of the above.

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**( PART-B : Descriptive )**

Time: 2 Hrs. 40 min.

Marks: 50

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

1. Consider you are the HR Manager of a profit making organization. Discuss your role in the management of Workforce in that organisation. 10
2. a) What is Human Resource Planning? 3+7=10  
b) What are the stumbling blocks for effective Human Resource Planning?
3. Who proposed the principles of Unity of Command? Critically analyze utility the principle in modern organization with suitable examples. 1+9=10
4. a) What is Strategic Human Resource Management? 3+7=10  
b) Illustrate SHRM in academic intuitions with suitable examples.
5. a) "One best way of doing a job", what is this principle? 1+4+4=10  
b) Enumerate the merits and demerits of the above principle with examples.
6. a) What do you understand by term Occupational Social Work? 3+7=10  
b) What are the knowledge and skills that can be used by HR professionals in Occupational Social Work?
7. **Write a short note on:** 5+5=10  
a) Workplace Conflict is inevitable: Explain with examples.  
b) Role of HR in diversity management in workplace.
8. **Write a short note on:** 5+5=10  
a. Role of social workers in promoting and protecting the labour rights.  
b. HR Professionals in post Covid-19 Pandemic: challenges and prospects.

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