

**BACHELOR OF BUSINESS ADMINISTRATION
SECOND SEMESTER (REPEAT)
HUMAN RESOURCE MANAGEMENT
BBA-201**

Duration : 3 hrs.

Full Marks: 70

(PART-A: Objective)

Time : 20 min.

Marks : 20

1X20=20

Choose the correct answer from the following:

1. Human resource management emphasis On-----
 - a. Development of people
 - b. Punishment of people.
 - c. Adoption of people.
 - d. None of these
2. Human resource management is amalgam of
 - a. Job analysis, recruitment and selection
 - b. Social behavior and business ethics
 - c. Organisational behavior, personal management and industrial relation
 - d. Employer and employees
3. Operative functions of HRM include
 - a. Procurement, development, compensation & motivation
 - b. Maintenance
 - c. Integration and emerging trends
 - d. All of these
4. Basic managerial functions of HRM area.
 - a. Planning, organising, staffing
 - b. Planning, organising and co-ordinating
 - c. Planning, organising, directing and controlling
 - d. None of these
5. Human resource management means
 - a. A method which an organisation collects, maintains and reports information on people and jobs
 - b. The process of integrating the employees' needs and aspirations with organizational needs
 - c. The process of bringing people and organisation together so that the goals of each are achieved
 - d. The efforts to make life worth living for workers
6. Training process is
 - a. Short term
 - b. Medium term
 - c. Long term
 - d. None of these
7. On the job training includes
 - a. Coaching
 - b. Conference
 - c. Understudy
 - d. All of these

8. ---- is the process of imparting or increasing the knowledge or skill of an employee to do a particular job.
- a. Training
b. Development
c. Motivation
d. Leadership
9. Management development is-----
- a. Short-term in nature
b. Focuses on employees' current job
c. Is an informal activity
d. Aims at the overall development of a manager
10. The combination of peer, superior, subordinate, and self-review appraisal is known as
- a. 360° appraisal
b. Human resource accounting system
c. All-round review
d. Feed forward
11. Which of these is the purpose of recruitment?
- a. Make sure that there is a match between cost and benefit
b. Help increase the success rate of the selection process by reducing the number of visibly underqualified or overqualified job applicants.
c. Help the firm to create a more culturally diverse workforce.
d. None of the above
12. _____ refers to the process of identifying and attracting job seekers so as to build a pool of qualified job applicants.
- a. Selection
b. Training
c. Recruitments
d. Induction
13. Rearrange the following steps of recruitment.
- I. Searching
II. Evaluation and Control
III. Planning
IV. Screening
V. Strategy Development
- a. III, II, I, V, IV
b. III, V, I, IV, II
c. IV, V, III, I, II
d. II, I, IV, V, III
14. _____ is an objective assessment of an individual's performance against well-defined benchmarks.
- a. Performance Appraisal
b. HR Planning
c. Information for goal identification
d. None of the above

15. The following is not a function of Personnel management
- a. Training and development of manpower
 - b. Recruitment and selection of manpower
 - c. Wages and salary administration
 - d. Production, Planning and control
16. Personnel management is also called as
- a. Personnel Administration
 - b. Manpower management
 - c. Both (A) and (B)
 - d. None of the above
17. Which of the following is (are) true?
- a. Principles of general management are applicable to personnel management
 - b. Personnel management considers that labour is a lifeless item
 - c. Personnel management deals with the relations of personnel toward management
 - d. All of the above
18. To be ethical and social towards the needs of society is _____ objective of HRM
- a. Corporate
 - b. profitable
 - c. Non-essential
 - d. societal
19. How does training and development offer a competitive advantage to an organisation?
- a. Removing performance deficiencies
 - b. Deficiency is caused by a lack of ability
 - c. Individuals have the aptitude and motivation to learn
 - d. None of the above
20. -----method of training is connected to real-life problems.
- a. Conferences
 - b. Case study
 - c. Management games
 - d. Sensitivity training

(PART-B : Descriptive)

Time: 2 HRS 40 MINS

Marks : 50

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

1. Define the term Human Resource Management. Elaborate on the scope of HRM in today's competitive world. 5+5=10

2. Explain the system Approach to HRM with examples. Mention the importance of HRM. 5+5=10

3. Describe the various Challenges to Personnel Management. What are the factors that can affect the Personnel Policy-Explain? 5+5=10

4. Explain the Managerial & Operative Functions of Personnel Management in detail. 5+5=10

5. Briefly describe the Performance Appraisal Process. Mention the Essentials of an Effective Appraisal System. 5+5=10

6. What do you mean by Training? Explain the various types of On-the-Job Training. Describe the General Principles of Training in brief. 1+4+5=10

7. Explain the Process of Recruitment. Mention the various sources of Recruitment. 5+5=10

8. Describe the concept of HRM Environment. Mention the various factors affecting HRM Environment with suitable examples. 3+7=10

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