

**MASTER OF BUSINESS ADMINISTRATION
FIRST SEMESTER [SPECIAL REPEAT]
HUMAN RESOURCE MANAGEMENT-I
MBA – 103**

**SET
A**

[USE OMR SHEET FOR OBJECTIVE PART]

Duration: 3 hrs.

Full Marks: 70

Time: 30 mins.

Marks: 20

(Objective)

Choose the correct answer from the following:

1 × 20 = 20

1. Which of the following is not a technique of Scientific management of F. W Taylor?
a. Rule of Thumb should be replaced by Science
b. Separation of Planning and doing
c. Differential Piece wage rate System
d. Functional Foremanship
2. In which of the following stages of Group Development each of the group members try to establish his/her power and justification to be more powerful?
a. Forming
b. Storming
c. Norming
d. Performing
3. Which of the following is not an Operative function of Management?
a. Procurement
b. Compensation management
c. Planning
d. Training and Development
4. Which of the following is an example of semantic barrier of communication?
a. Noise
b. Feedback
c. Channel
d. Words with different meaning
5. Unity of Command means _____
a. There should be one boss for one set of operation
b. There should be Unity among the employees
c. Each employee should receive orders from one boss only
d. None of the above
6. Which of the following is correct with Policy?
a. It is a guideline
b. It is a rule
c. It is a Role
d. All of the above
7. In which level of conflict, the conflicting parties do not realize that there is a conflict that is going on but it is in the sub-conscious mind?
a. Felt
b. Conflict aftermath
c. Manifest
d. Latent
8. "Johari window" concept is related with _____
a. Communication
b. Transactional Analysis
c. Negotiation
d. Group Development

9. Which of the following is correct with "Leadership"?
 - a. It is God gifted quality
 - b. It is an outcome of situation
 - c. It is an Acquired quality
 - d. All of the above.
10. Which of the following is a hygiene factor in organisation according to the concept of Herzberg theory on motivation?
 - a. Salary
 - b. Recognition
 - c. Working condition
 - d. None of the above
11. Which of the following is correct with Line organisational Structure?
 - a. Unity of command is not found
 - b. Flow of Information happen slowly
 - c. Functional foremanship is found strongly
 - d. All of the above
12. Which of the following is not a component of Internal environment of an organisation?
 - a. Organisational Policy
 - b. Stakeholders
 - c. Technology
 - d. Employees
13. Which of the following is not a step of Hawthorne experiment of Elton Mayo?
 - a. Forming
 - b. Relay Assembly test room
 - c. Illumination
 - d. Bank wiring
14. Which of the following factor is having influence on Group cohesiveness?
 - a. Nature of the group members
 - b. Size
 - c. Role of the group members
 - d. All of the above
15. Which of the following is correct with Personnel Management?
 - a. It is the area where concern for development of employees present
 - b. It is the area where authority is designed among employees
 - c. It is the area where planning is done for organisational development
 - d. It is the area where different resources are allocated in organisation
16. Contingency theory of Management talks about____
 - a. Scientific management
 - b. Administrative management
 - c. Human Relation Approach
 - d. None of the above
17. Which of the following is not associated with Vroom's Expectancy theory of Motivation?
 - a. Power
 - b. Valence
 - c. Affiliation
 - d. Achievement
18. The style of leadership where complete freedom of operation is given is called____
 - a. Laissez Fair
 - b. Participative
 - c. Autocratic
 - d. None of the above
19. Which of the following is a technique of Conflict management?
 - a. Grievance management
 - b. Leadership formation
 - c. Group formation
 - d. All of the above
20. Structural analysis of conflict management talks about____
 - a. Perception state
 - b. Ego states
 - c. Communication state
 - d. None of the above

(Descriptive)

Time : 2 Hr. 30 Mins.

Marks : 50

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

- | | |
|---|------------|
| 1. Discuss the various techniques and principles of Scientific Management of F. W. Taylor. | 5+5=10 |
| 2. a) What do you mean by Organisational Conflict? Explain briefly about different levels of Organisational Conflict.
b) Discuss the different barriers of communication which are normally found in organisation among employees. | 1+4+5=10 |
| 3. a) Define Personnel Policy. Write a short note on "Recent Challenges to personnel management".
b) Write a short note on "Operative Functions of Management". | 1+4+5=10 |
| 4. a) What is Group? What are the different types of Group are found?
b) Explain the Negotiation process of Conflict management. | 1+5+4=10 |
| 5. a) Explain briefly the various organisational designs which are found in Indian context.
b) Explain Transactional Analysis of Interpersonal relationship. | 6+4=10 |
| 6. a) Define Motivation. What are the different types of Motivation? Strike out the difference between Leadership and Management. (Any 3 valid points).
b) Highlights the findings of Hawthorn experiment of Elton Mayo. | 1+2+3+4=10 |
| 7. a) Discuss the different techniques of Conflict Management.
b) How Personnel Policy can define organisational success? | 7+3=10 |
| 8. a) Explain the Blake & Mouton's Leadership Grid.
b) How Maslow's Need Hierarchy theory, Herzberg Two-factor theory and ERG theories of Motivation are related? | 5+5=10 |

== *** ==