

**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.

(Objective)

Marks: 20

Choose the correct answer from the following:

1 × 20 = 20

1. Which of the following is a principle of Scientific management of F. W Taylor?
 - a. Rule of thumb should be replaced with science
 - b. Separation of Planning and doing
 - c. Differential Piece wage rate System
 - d. Functional Foremanship
2. _____ is concerned with the formulation of objectives, plans and policies of the organisation.
 - a. Administration
 - b. Management
 - c. Policies
 - d. All of the above
3. Father of Personnel management _____.
 - a. Robert Owen
 - b. Henry Fayol
 - c. Elton Mayo
 - d. None of the above
4. Which of the following is not a by-product of Job analysis?
 - a. Job description
 - b. Job specification
 - c. Job evaluation
 - d. None of the above
5. 'Differential piece rate system' concept was proposed by which of the following person?
 - a. F W Taylor
 - b. Robert Owen
 - c. Henry Fayol
 - d. Elton Mayo
6. 'Each employee should receive orders from one boss only'-this talks about
 - a. Unity of control
 - b. Unity of command
 - c. Unity of direction
 - d. None of the above
7. Gang -plank is a _____.
 - a. Formal communication
 - b. Informal communication
 - c. Vertical communication
 - d. None of the above
8. 'Unity is Strength'-this concept is known as in 14 principles of Henry Fayol _____.
 - a. Team work
 - b. Group
 - c. Esprit de corps
 - d. None of the above
9. 'Human and Social factors rather than financial factors lead to growth and development of human resources'- is the finding of which theory?
 - a. 14 -principle
 - b. System approach
 - c. Scientific management
 - d. Human relation

10. Bureaucratic management theory is based on____
 - a. Scientific decision
 - b. Effective management principles
 - c. Clearly defined rules and regulations
 - d. None of the above
11. Which of the following is not a stage of Group formation?
 - a. Adhesiveness
 - b. Storming
 - c. Norming
 - d. Performing
12. Which of the following is not an example of Extrinsic Motivational factor?
 - a. Recognition
 - b. Award
 - c. Incentive
 - d. Promotion
13. Which of the following is an example of semantic barrier of communication?
 - a. Noise
 - b. Feedback
 - c. Channel
 - d. Words with different meaning
14. "Johari window" concept is related with____
 - a. Communication
 - b. Transactional Analysis
 - c. Negotiation
 - d. Group Development
15. 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
 - d. All of the above strongly
16. Which of the following factor is not having influence on Group cohesiveness?
 - a. Nature of the group members
 - b. Size
 - c. Role of the group members
 - d. Size of project
17. In which stage social bonding presents among the group members?
 - a. Latent
 - b. Felt
 - c. Conflict aftermath
 - d. In all stages
18. If the followers are able and unwilling then the leader will have to use the__
 - a. Situational style
 - b. Participative style
 - c. Strategic style
 - d. Authoritarian style
19. 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
20. Job Enrichment means____
 - a. Vertical adding of jobs
 - b. Formal adding of jobs
 - c. Horizontal adding of jobs
 - d. Informal adding of jobs

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(Descriptive)

Time : 2 Hr. 30 Mins.

Marks : 50

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

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| 1. Explain the various conflict management techniques with examples. | 10 |
| 2. Critically analyse the Human Relation approach and Contingency approach of management. | 5+5=10 |
| 3. Discuss the various challenges of Personal Management in today's Indian context. | 10 |
| 4. Briefly explain the various stages of Group development. Explain the Negotiation process of Conflict management. | 5+5=10 |
| 5. Explain any two techniques of Transactional analysis. Mention the various types of Groups with suitable examples. | 5+5=10 |
| 6. Strike out the similarities and differences between the motivational theories of Maslow's Need Hierarchy theory and Herzberg's Two Factor theory. | 10 |
| 7. Explain the Blake & Mouton's Leadership Grid and its implications in today's management field. Discuss the different barriers of communication which are normally found in organisation among employees. | 7+3=10 |
| 8. Write short notes on: | 5+5=10 |
| a) Personnel Policy and its importance | |
| b) Organisational design and its suitability | |

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