

Dr. Babasaheb Ambedkar Open University
Term End Examination July – 2026

Course	: BBA	Date	: 09-07-2026
Subject Code	: BBACC402	Time	: 03:00pm to 05:15pm
Subject Name	: HUMAN RESOURCE MANAGEMENT	Duration	: 02.15 Hours
		Max. Marks	: 70

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| | What is Human Resource Management? Describe the Scope of Human Resource Management. | 14 |
| | OR | |
| प्रश्न-1 | What is performance appraisal? Describe its process. | |
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| प्रश्न-2 | Describe the Workforce Planning and Forecasting Recruitment Needs. | 14 |
| | OR | |
| प्रश्न-2 | Discuss the Sources of Recruitment. | |
| | | |
| प्रश्न-3 | Describe the Types of Training in detail. | 14 |
| | OR | |
| प्रश्न-3 | Describe the Maslow's Hierarchy of Needs Approach. | |
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| प्रश्न-4 | What is Communication? Discuss the 7c's of Communication for Effective Communication. | 14 |
| | OR | |
| प्रश्न-4 | Describe the Approaches to Industrial Relations. | |
| प्रश्न-5 | Write a Short Note (Any 3) | 09 |
| (A) | | |
| 1 | Objectives of Human Resource Planning | |
| 2 | Job Specification | |
| 3 | Selection | |
| 4 | Job Classification or Grading | |
| 5 | Social Security | |

(B)

- 1 According to_____. "Human Resource Management is the process of attracting, retaining and motivating all employees."
 - (A) Dunn & Stephens
 - (B) The National Institute of Personnel Management (NIPM) of India,
 - (C) Leon C. Meggison
 - (D) None of these
- 2 In HRIS, which of the following is used to improve employee engagement?
 - (A)Automating performance evaluations
 - (B) Providing self-service portals for employees to access their data
 - (C) Managing payroll and tax data
 - (D) Tracking work hours and attendance
- 3 Why is setting priorities important in job planning?
 - (A) To delay important tasks
 - (B) To decide which tasks to complete first
 - (C) To hire more staff
 - (D) To eliminate smaller tasks
- 4 The process of locating and encouraging potential applicants to apply for existing or anticipated job openings is called :
 - (A) Selection
 - (B) Placement
 - (C) Recruitment
 - (D) Induction
- 5 Trade unions are recognized under which Act in India?
 - (A) Factories Act, 1948
 - (B) Trade Unions Act, 1926
 - (C) Industrial Disputes Act, 1947
 - (D)Minimum Wages Act, 1948