Dr. Babasaheb Ambedkar Open University
Term End Examination December – 2019

Course	**:**	**BBA**	**Date**	**:**	**11-Jan-2020**
Subject Code	**:**	**BBAN-403**	**Time**	**:**	**11:00am to 02:00pm**
Subject Name	**:**	**Human Resource Management**	**Duration**	**:**	**03 Hours**
			Max. Marks	**:**	**70**

Section A

Answer the following (Attempt any three) **(30)**

1. Explain the Process of HRM.
2. Explain different Types of Training Programmes.
3. Discuss the process of Performance appraisal.
4. Explain any two methods of motivation in detail.
5. Write a note on Scope of HR Audit.

Section B

Answer the following (Attempt any four) **(20)**

1. Explain The Changing Role of HR Management.
2. Discuss the concept of Human Resource Planning.
3. Write a short note on Internal Sources of recruitment.
4. Explain Benefits and Drawbacks Counseling.
5. Explain the Fundamental Principles of Record Keeping.
6. Discuss the Advantages of HR Accounting.

Section C

Part – A (Multiple Choice Questions) **(10)**

1 The terms ―human resource management‖ and ―human resources‖ (HR) have largely replaced by the term?

A Marketing management B Personnel management
C Industrial management D Production management

2 ―The management of human resources is viewed as a system in which participants seeks to attain both individual and group goals‖ was stated by _____.

A Scott, Clothier and Spriegel B Michael J Jucious
C Dale Yoder D Flippo

3 From the following which one is the feature of Human Resource Management?

A People Oriented B A Staff Function
C Development Oriented D All of the above

4 Competition in international business increased due to?

A Organizational Restructuring B Globalization
C Work force Diversity D Economic and Technological Change

5 From the following which is the external source of recruitment.

A Campus Recruitment B Employment Exchanges

C Advertisement D All of the above

6 This test measures a candidate's reaction when he is placed in a peculiar situation.

A Situation Tests B Personality Tests

C Objective Tests D Aptitude Test

7 _____ is a set of objectives or descriptive statements about the employee and his behavior.

A Check List B Grading Method

C Graphic Rating Scale D Free Essay Method

8 _____is an alliance that creates a space for dialogue that results in reflection, action and learning.

A Coaching B Mentoring

C Counseling D None of the above

9 What is termed as ―payment by result‖?

A Salary B Incentive compensation

C workmen compensation D None of the above

10 Historical or Actual Cost Method was developed by?

A RensisLikert and Eric G Flamholtz B Brummet, Flamholtz and Pyle

C S.K Chakraborty D None of the above

Part – B (Do as Directed) **(10)**

State whether the following statements are true or false:

1 The term Organization Development‖ is often used interchangeably with organizational effectiveness

2 Human resources are the most important assets of an Organization.

3 Organization design begins with the creation of a control.

4 HR Planning reduces surplus manpower and unnecessary financial burden.

5 It is possible to track the current and predict future human resources trends, correctly.

6 Accurate selection process derives maximum job satisfaction, labour turnover is reduced.

7 Training does not bring any change in confidence in the minds of employees.

8 Performance appraisal can help reveal the causes of good and poor employee performance.

9 Reports must conform to organizational objectives.

10 There is a prescribed format of the report in case of HR audit.