

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

Course	: PGDBA	Date	: 14-02-2026
Subject Code	: PGDBA-203	Time	: 03:00pm to 05:15pm
Subject Name	: Human Resource Management	Duration	: 02.15 Hours
		Max. Marks	: 70

Section A

Answer the following (Attempt any three) (30)

1. Write the process of Human Resource Planning.
2. Discuss Functions of Office Management and Office Manager.
3. Describe the need of Counselling in detail.
4. Explain Internal and External Sources of Recruitment.
5. What is Motivation? Write its Importance and Benefits.

Section B

Answer the following (Attempt any four) (20)

1. Write the features of Human Resource Management.
2. Discuss about Screening Candidates and Short Listing.
3. Explain the types of Induction Program.
4. Discuss the Scope of HR Audit.
5. Write the Objectives of Performance Appraisal.
6. Explain any two approaches of HR Valuation.

Section C

Part – A (Multiple Choice Questions) (10)

- The terms human resource management and human resources (HR) have largely replaced by the term?
 - Personnel management
 - Marketing management
 - Industrial management
 - None of these
- A systematic and goal-oriented investigation of facts that seeks to establish a relationship between two or more phenomena is called?
 - Survey
 - Research
 - Test
 - None of these
- A planned procedure of doing a particular office activity?
 - Filing system
 - Marketing system
 - Office system
 - None of these
- A highly structured questionnaire in which the questions are standardized and determined in advance.
 - Biographic data
 - Question bank
 - Application blank
 - None of these
- What provides a thorough and inclusive description of the candidate's academic qualifications and achievements?
 - Covering letter
 - Curriculum vitae
 - Profile
 - None of these

- 6 The training program used to induct a new employee into the new social setting of his work.
 A Job Training B Induction or Orientation Training
 C Promotional Training D None of these
- 7 The method in which the appraiser has to describe his impressions about the employee under appraisal.
 A Unstructured Method of Appraisal B Straight Ranking Method
 C Traditional Methods D None of these
- 8 Who proposed the general theory of motivation called the 'need hierarchy theory'?
 A Abraham Maslow B Douglas McGregor
 C David C McClelland D None of these
- 9 According to Historical or Actual Cost Method, Costs on recruitment, selection and placement are called?
 A Acquisition Costs B Marketing Cost
 C Learning Cost D None of these
- 10 The measurement of the effectiveness of the human resource management's mission, objectives, strategies, policies, procedures, programs and activities is?
 A HR planning B HR accounting
 C HR audit D None of these

Part – B (Do as Directed)

(10)

Write True or False:

- 1 Staffing is not a part of the HRM process.
- 2 The use of proper system enables to bring efficiency in the utilization of the Organizational resources, control operating cost and improve operating efficiency.
- 3 Office Security is the protection against sabotage.
- 4 It is possible to track the current and predict future human resources trends, correctly.
- 5 Accurate selection process derives maximum job satisfaction, labor turnover is reduced.
- 6 Some of the physical and environmental conditions that office management offers are cleanliness, proper ventilation, temperature and lighting.
- 7 Application form is easier to compare candidates relatively than trying to compare CV's.
- 8 Panel Interview requires a great deal of planning in advance, developing the interview questions and determining which ones will be asked by which panel members.
- 9 Training is a process of learning a sequence of programmed behavior.
- 10 A training method is as effective as the ability of the trainer. He is the most important figure in the entire training program.
