

2013

**MASTER OF BUSINESS ADMINISTRATION**

**[ Second Semester Examination ]**

**HUMAN RESOURCE MANAGEMENT**

**PAPER— MBA -204**

*Full Marks : 100*

*Time : 3 hours*

*The figures in the right-hand margin indicate marks  
Candidates are required to give their answers in their  
own words as far as practicable*

*Illustrate the answers wherever necessary*

**Write the answers to Questions of each Half in  
separate books**

**FIRST HALF**

**[ Marks : 50 ]**

**1. Answer any four of the following : 5 × 4**

**(a) HR is a very important part of the organisation.**

**—Discuss briefly.**

*( Turn Over )*

( 2 )

- (b) State the operating functions of a HR Manager.
  - (c) What are the objectives of performance appraisal ?
  - (d) Discuss the objectives of Human Resource Planning.
  - (e) Distinguish between training and development.
  - (f) Write short note on company morale officer.
2. Answer any *two* of the following : 10 × 2
- (a) What is MBO ? Write down the steps of MBO Process.
  - (b) Discuss the process of HRP.
  - (c) Explain briefly the difference between micro level and macro level human resource planning.

[ *Internal Assessment* : 10 Marks]

( 3 )

SECOND HALF

[ Marks : 50 ]

3. Answer any *four* of the following : 5 × 4
- (a) Define the term 'employee welfare' as per the International Labour Organisation.
  - (b) Classify different types of occupational hazards.
  - (c) Distinguish between 'Gherao' and 'picketing'.
  - (d) What do you mean by 'industrial relations' ?
  - (e) Why do workers Join Trade Union ?
  - (f) State the Giri approach to Industrial Relations.
4. Answer any *two* of the following : 10 × 2
- (a) Briefly describe the statutory provisions regarding 'industrial health as per the Factories Act, 1948. 10

(b) Briefly discuss the preventive methods as per Industrial Disputes Act, 1947. 10

(c) What is 'collective bargaining'? Discuss different types of bargaining strategies. 2 + 8

[ *Internal Assessment* : 10 Marks]

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