

MASTER OF BUSINESS ADMINISTRATION
FIRST SEMESTER
HUMAN RESOURCE MANAGEMENT-I
MBA – 103

**SET
B**

[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 not an actor of Industrial Relations?
 - a. Employee
 - b. Employer
 - c. Government
 - d. Council of Ministers
2. Which of the following organisational design is being followed when there is various projects use to be going on along with normal functions of the organisation?
 - a. Functional organisation
 - b. Project Organisation
 - c. Matrix organisation
 - d. Divisional organisation
3. What is the ideal size of a group?
 - a. 0-5 members
 - b. 5-7 members
 - c. 5-10 members
 - d. None of the above
4. Which of the following is not a reason of arising organisational conflict?
 - a. Facts
 - b. Values
 - c. Goal
 - d. Standards
5. Job Enlargement means
 - a. Vertical adding of jobs
 - b. Formal adding of jobs
 - c. Horizontal adding of jobs
 - d. Informal adding of jobs
6. Succession planning means _____
 - a. Planning for success
 - b. Planning for best management
 - c. Planning for future leader
 - d. None of the above.
7. Which of the following is correct with learning?
 - a. Learning leads change
 - b. Learning leads change in behaviour
 - c. Learning leads change in behaviour, attitude, and perception.
 - d. None of the above.
8. Which of the following is not part of the Perception process?
 - a. Stimulus
 - b. Receiving
 - c. Selecting
 - d. Organising
9. HRIS is concerned for
 - a. Data set of marketing department
 - b. Data set of Finance department
 - c. Data set of HR department
 - d. Data set of HR department specially about each and every employee of the organisation.

10. Which of the following is not a component of defining the difference between general HRM and international HRM?
- | | |
|------------------------------|-----------------------|
| a. Labour laws | b. Compliance |
| c. Recruitment and selection | d. None of the above. |
11. Which of the following is not a principle of Fayol's 14 principles?
- | | |
|---------------|-----------------|
| a. Equity | b. Order |
| c. Gang plank | d. Scalar chain |
12. Father of Scientific management_____.
- | | |
|----------------|----------------|
| a. Robert Owen | b. Henry Fayol |
| c. Elton Mayo | d. F W Taylor |
13. Which of the following is a by-product of Job analysis which talks about human attributes?
- | | |
|--------------------|----------------------|
| a. Job description | b. Job specification |
| c. Job evaluation | d. None of the above |
14. 'Hathorne Experiment that led to Human Relation approach' was propounded by_____
- | | |
|----------------|----------------|
| a. F W Taylor | b. Robert Owen |
| c. Henry Fayol | d. Elton Mayo |
15. '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 |
16. The 'Country Club of Managerial Grid' concept is represented by which quadrant__
- | | |
|---------|---------|
| a. 1, 9 | b. 9, 1 |
| c. 9, 9 | d. 5, 5 |
17. Bureaucratic management theory of Max Webber is based on_
- | | |
|--|------------------------------------|
| a. Scientific decision | b. Effective management principles |
| c. Clearly defined rules and regulations | d. None of the above |
18. In Which stage of Group Development, members go through a cool war for setting norms of the group?
- | | |
|------------|---------------|
| a. Forming | b. Storming |
| c. Norming | d. Performing |
19. 'Unity is Strength'-this concept is known as in 14 principles of Henry Fayol____
- | | |
|--------------------|----------------------|
| a. Teamwork | b. Group |
| c. Esprit de corps | d. None of the above |
20. Policies can be defined as_____
- | | |
|---------------|--------------------------|
| a. Guidelines | b. Rules and regulations |
| c. Process | d. Programmes |

(Descriptive)

Time : 2 Hr. 30 Mins.

Marks : 50

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

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|---|----------|
| 1. Discuss the various techniques of Conflict management that organizations follow with suitable examples. | 10 |
| 2. Discuss the various findings of the Human Relation Approach and their relevance in effective organisation management. Highlights the various challenges of Personnel management. | 6+4=10 |
| 3. What is Job Analysis? What are the by-products of Job analysis? Discuss the various methods of Job Design. | 1+2+7=10 |
| 4. Discuss briefly, the different stages of Group Development. Explain the various stages of the organizational conflict that are normally found in organization. | 5+5=10 |
| 5. Discuss and highlight the significance of any four theories of Learning. | 10 |
| 6. How Managerial Grid Concept of Leadership will help in ensuring the best leadership practice in organization? Discuss the Vroom' Expectancy theory of Motivation. | 7+3=10 |
| 7. How International HRM is different from general HRM? What are the functions and benefits that can be derived from HRIS implementation in organisation. | 4+6=10 |
| 8. How can an organisation improve the employee engagement level? Briefly explain about 'Management by Innovation'. | 5+5=10 |

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