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ST. XAVIER'S COLLEGE (AUTONOMOUS)

**3rd SEMESTER EXAMINATION
B.B.A.
NOV - DEC 2010**

HUMAN RESOURCE MANAGEMENT

HRMA3301

Thursday, December 02, 2010 9:30 am to 11:30 am

Time allowed: **2 hours**

Full Marks: **50**

Instructions:

- Use fountain pen or ball-point pen of blue or black ink.
- Answer in your own words as far as practicable.
- Do not write anything on the Question paper other than your Roll No.

GROUP A

Answer **any five** questions.

[5x2=10]

1. "Human Resource Management is interdisciplinary in nature." Do you agree? Give your views in brief.
2. What do you understand by Human Resource Planning?
3. Define Industrial Relations.
4. Why do you think worker's participation in management is needed in India? Answer briefly.
5. Define "wages". State the various types of wages.
6. What is quality circle and its relevance in HRM?
7. What do you understand by Job Rotation?

GROUP B

Answer **any four** questions.

[4x10=40]

8.
 - (a) Discuss the various concepts of HRM.
 - (b) State in brief the various challenges faced by HR Managers in India. [6+4=10]
9. Critically analyse the recruitment and selection process of an Indian Company. [10]
10.
 - (a) Explain the concept of Training and Development alongwith its objectives.
 - (b) Mention the various methods of training blue-collar employees in India. Discuss any two important methods. [3+7=10]
11.
 - (a) What do you understand by Grievance Redressal Procedure?
 - (b) Discuss a typical grievance redressal procedure in a highly unionized industrial Indian Company. [2+8=10]
12.
 - (a) What do you understand by labour welfare?
 - (b) Discuss the various statutory and non-statutory labour welfare measures provided by a large sized Indian Company. [2+8=10]
13.
 - (a) Briefly discuss the concept and need for International HRM in today's Indian context.
 - (b) Futuristic Co. Ltd. is planning to produce 20,000 units in 2010 – 11. During 2009-10, its production was 10,000 units. The standard hours for producing one piece is 3 hours. The productive hours per person per annum, after allowing for absenteeism, idle time, etc. is 1,000 hours. The span of control is 10 per officer.

You are required to compute:

- (i) the number of productive hours required for the year 2010-11;
- (ii) the number of workers required to be employed;
- (iii) the number of officers required; [4+6=10]

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