



**DB-010-001403**

Seat No. \_\_\_\_\_

**B. B. A. (Sem. IV) (CBCS) Examination**

**April / May – 2015**

**Human Resource Management - II**

**Faculty Code : 010**

**Subject Code : 001403**

Time :  $2\frac{1}{2}$  Hours

[Total Marks : 70

- Instructions :** (1) Attempt all questions.  
(2) Figures to the right indicate full marks for the question.

**1 Multiple Choice Questions : 20**

- (1) Which one of the following is not a feature of organizational behaviour ?  
(A) OB is interdisciplinary in nature  
(B) OB is an applied science  
(C) OB is the study of culture  
(D) All of the above
- (2) The study of human relations and leadership styles in OB is the contribution of \_\_\_\_\_.  
(A) Psychology (B) Sociology  
(C) Political science (D) Anthropology
- (3) The three classes of factors that influence perception process are \_\_\_\_\_.  
(A) Factors in perceiver, target and situation  
(B) Factors in perceiver, environment and situation  
(C) Factors in perceived, target and situation  
(D) None of the above
- (4) Learning that occurs can be \_\_\_\_\_.  
(A) Always good  
(B) Always bad  
(C) Either good or bad  
(D) Neither good nor bad

- (5) \_\_\_\_\_ is the study of interaction among group members and how they influence each other.
- (A) Group think            (B) Group dynamics  
(C) Group cohesiveness (D) Group behaviour
- (6) Which stage of group development is characterized by uncertainty ?
- (A) Forming                    (B) Norming  
(C) Storming                  (D) Performing
- (7) Industrial relations aim for \_\_\_\_\_
- (A) Industrial peace and harmony  
(B) Industrial disputes  
(C) Industrial unrest  
(D) None of the above
- (8) Principles of industrial relations policy are \_\_\_\_\_
- (A) Code of discipline  
(B) Employee welfare  
(C) (A) and (B) both  
(D) Neither (A) nor (B)
- (9) The process of referring a dispute to the court of law is termed as \_\_\_\_\_
- (A) Arbitration                (B) Collective bargaining  
(C) Conciliation                (D) Adjudication
- (10) \_\_\_\_\_ is a written agreement with trade unions of the relative industry.
- (A) Collective bargaining  
(B) Memorandum of understanding  
(C) Trust deed  
(D) None of the above
- (11) Generalisations established for a group or mass is called \_\_\_\_\_
- (A) Halo effect                (B) Projection  
(C) Stereotyping                (D) Attribution
- (12) Feelings of an individual towards his job is called \_\_\_\_\_
- (A) Personality                (B) Perception  
(C) Learning                    (D) Attitudes

- (13) There is always a cause behind every behaviour of an employee. Assigning causes is also known as  
 (A) Interpreting (B) Attribution  
 (C) Personal bias (D) Holistic approach
- (14) The following are the elements of the study of OB except \_\_\_\_\_.  
 (A) Disputes (B) Technology  
 (C) People (D) Structure
- (15) A project group in an organization is an example of \_\_\_\_\_.  
 (A) Friendship group (B) Interest group  
 (C) Reference group (D) Task group
- (16) Which of the following skills are needed to make a team effective ?  
 (A) Technical (B) Problem solving  
 (C) Proximity (D) (A) and (B) both  
 (E) (B) and (C) both
- (17) If an employee is not satisfied with the response of department level officer to his grievance he can present it to \_\_\_\_\_  
 (A) Union  
 (B) Labour Court  
 (C) Grievance Redressal Committee  
 (D) Top level management
- (18) Working conditions are a \_\_\_\_\_ cause of industrial dispute.  
 (A) Economic (B) Non economic  
 (C) Political (D) Social
- (19) Good industrial relations provide the following advantages except \_\_\_\_\_  
 (A) Sustainable profits  
 (B) Suspicion and doubt  
 (C) Transparency and fairness  
 (D) Synergy between employees and employers
- (20) The participants in an industrial relation are \_\_\_\_\_  
 (A) Trade Unions (B) Organization  
 (C) All of the above (D) None of the above

**2** Define the term organizational behaviour. Discuss the elements of OB. **10**

**OR**

**2** Critically evaluate the importance and limitations of the study of OB. **10**

**3** Define the term Personality and discuss the determinants of personality. **10**

**OR**

**3** What are the sources of attitude formation ? **10**

**4** Explain the term group dynamics and distinguish between formal and informal groups. **10**

**OR**

**4** Distinguish between the terms group and teams. Discuss the stages in group formation. **10**

**5** Discuss the objectives of industrial relations. **10**

**OR**

**5** Elaborate the scope of industrial relations. **10**

**6** What do you understand by the term industrial disputes ? Write a note on statutory procedure for settlement of disputes. **10**

**OR**

**6** What is a grievance ? Discuss the causes of grievances. **10**

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