

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
Instructio	ons: (1) Attempt all questions. (2) Figures to the right indicate a question.	full marks for the
1 Multi	ple Choice Questions :	20
	Which one of the following is not a organizational behaviour?	feature of
(A) OB is interdisciplinary in nature	
(B) OB is an applied science	
((C) OB is the study of culture	
(D) All of the above	
	Γhe study of human relations and leaders OB is the contribution of	ship styles in
((A) Psychology (B) Sociology	
((C) Political science (D) Anthropolog	y
$(3) \ 7$	The three classes of factors that influence	e perception
	process are	
Ì	A) Factors in perceiver, target and situ	
`	B) Factors in perceiver, environment ar	
Ì	C) Factors in perceived, target and situ	ation
	D) None of the above	
	Learning that occurs can be	
`	(A) Always good	
· ·	B) Always bad	
· ·	C) Either good or bad D) Neither good nor bad	
·	D) Neither good nor bad	F.O. 41
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(5)	is the study of interaction among group members and how they influence each other.				
		Group think		Group dynamics	
	(C)	Group cohesiveness	s (D)	Group behaviour	
(6)		ch stage of group deertainty ?	evelo	pment is characterized by	
	(A)	Forming	(B)	Norming	
	(C)	Storming	(D)	Performing	
(7)	Indu	ustrial relations aim	for		
	(A)) Industrial peace and harmony			
	(B)	Industrial disputes			
	(C)	Industrial unrest			
	(D)	None of the above			
(8)	Prin	Principles of industrial relations policy are			
	(A)	Code of discipline			
	(B)	Employee welfare			
	(C)	(A) and (B) both			
	(D)	Neither (A) nor (B))		
(9)		process of referring ermed as	; a d	ispute to the court of law	
	(A)	Arbitration	(B)	Collection bargaining	
	(C)	Conciliation	(D)	Adjudication	
(10)		is a written agretive industry.	eeme	nt with trade unions of the	
	(A)	Collective bargaini	ng		
	(B)	Memorandum of un	nders	standing	
	(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)	Feel	ings of an individual	towa	ards his job is called	
	(A)	Personality	(B)	Perception	
	(C)	Learning	(D)	Attitudes	

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(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) 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	(13)	There is always a cause behind every behaviour of an employee. Assigning causes is also known as			
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(17) If an employee is not satisfied with the response of department level officer to his grievance he can present it to	(17) If an employee is not satisfied with the response of department level officer to his grievance he can present it to		(C)	Proximity	(D)	(A) and (B) both
department level officer to his grievance he can present it to	department level officer to his grievance he can present it to		(E)	(B) and (C) both		
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(20) The participants in an industrial relation are	(20) The participants in an industrial relation are (A) Trade Unions (B) Organization		(C) Transparency and fairness			
	(A) Trade Unions (B) Organization		(D)	Synergy between e	mplo	yees and employers
(A) Trade Unions (B) Organization		(20)	The	participants in an	indu	strial relation are
` , ` ;	(C) All of the above (D) None of the above		(A)	Trade Unions	, ,	•
(C) All of the above (D) None of the above			(C)	All of the above	(D)	None of the above

2	Define the term organizational behaviour. Discuss the elements of OB.	10		
	\mathbf{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		
	\mathbf{OR}			
3	What are the sources of attitude formation?	10		
4	Explain the term group dynamics and distinguish between formal and informal groups.	10		
	\mathbf{OR}			
4	Distinguish between the terms group and teams. Discuss the stages in group formation.	10		
5	Discuss the objectives of industrial relations.	10		
	\mathbf{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 disput			
	OR			
6	What is a grievance? Discuss the causes of grievances.	10		