



**NAX-010-001403**

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

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

**March / April - 2017**

**403 : Human Resource Management - II**

*(New Course)*

**Faculty Code : 010**

**Subject Code : 001403**

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

[ Total Marks : 70

**Instruction :** Figures to the right indicate full marks of the question.

- 1 Explain the concept of organizational behaviour. Why there is a need to study behaviour of persons employed in the organizations ? 14

**OR**

- 1 Explain about various disciplines which contribute something to the organizational behaviour. Also write about the limitations of organizational behaviour. 14
- 2 What is perception and learning ? Explain about the process of perception. 14

**OR**

- 2 Explain the concepts of attitude and personality. Also explain about different determinants of personality. 14
- 3 Explain the concept of group dynamics. Also explain about formal and informal groups. 14

**OR**

- 3 Write about the following : 14
- (a) Reasons for joining group
- (b) Concept of Team

4 Explain the concepts of Industrial Relations and Human Relations. What is the scope and objectives of Industrial Relations ? 14

**OR**

4 Explain the concepts of Industrial Peace and Industrial Unrest. What is the importance of Industrial Relations ? 14

5 Write about the following : (any two) 14

(a) Settlement Machinery of Industrial Disputes

(b) Adjudication

(c) Collective Bargaining

(d) Grievance Handling Procedure.

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