



**MAY-010-001403**

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

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

**March / April - 2018**

**403 : Human Resource Management - II**  
*(Old Course)*

**Faculty Code : 010**

**Subject Code : 001403**

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

[Total Marks : 70

- Instructions :** (1) All questions carry equal marks.  
(2) All questions are compulsory.

1 What is Organizational Behavior? Discuss its importance and limitations. 14

**OR**

1 Define Organizational Behavior and discuss the contributing disciplines to Organizational Behavior. 14

2 Define Perception. Discuss the perception process in detail. 14

**OR**

2 What do you mean by the term Learning? Elaborate the various principles of learning. 14

3 What is a group? Explain different factors or reasons for joining the group. 14

**OR**

3 What are the various steps in the formation of a group? 14

4 Write a detailed note on importance of Industrial Relations. 14

**OR**

4 What is Industrial relations? Explain various participants of Industrial Relations. 14

5 Describe the causes of Industrial Disputes in detail. 14

**OR**

5 (A) Collective Bargaining. 7

(B) Grievance Handling Process. 7

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**[ 500/50 ]**