

Total No. of printed pages = 2

**BBA 181303**

Roll No. of candidate

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15/37 2021

**B.B.A. 3<sup>rd</sup> Semester End-Term Examination**

**HUMAN RESOURCE MANAGEMENT**

**(New Regulation)**

Full Marks – 70

Time – Three hours

The figures in the margin indicate full marks  
for the questions.

Answer question No. 1 and any *four* from the rest.

1. Fill up the blanks : (10 × 1 = 10)
- (i) HRM follows the \_\_\_\_\_ approach while managing people inside the organization.
  - (ii) \_\_\_\_\_ is the first step in building an organization's human capital.
  - (iii) \_\_\_\_\_ is the level of enthusiasm and willingness with which the members/individual contribute their efforts towards the organizational objectives.
  - (iv) The vestibule school is operated as a special endeavour of the \_\_\_\_\_ department.
  - (v) As a \_\_\_\_\_, the HR Manager provides and maintains canteens, hospitals, clubs, conveyance facilities.
  - (vi) Under direct recruitment, workers are known as casual or \_\_\_\_\_ workers and are paid remuneration on daily wage basis.
  - (vii) \_\_\_\_\_ productivity is the total quantity of goods and services that an employee produces in a given amount of time.
  - (viii) On-the-job training is based on the principle of \_\_\_\_\_.
  - (ix) \_\_\_\_\_ is a statement of human qualities to fill the job.
  - (x) Industrial Revolution gave rise to the factory system and management became separate from \_\_\_\_\_.

[Turn over

2. (a) "Human Resource Management emphasizes on the human aspect of individual workers and their aspirations and needs" - Explain this statement. (7)
- (b) The objectives of HRM are basically four folded by considering the needs and interest of the employees along with the organizational goals. Discuss the objectives. (8)
3. (a) Promotion should be based on either merit or seniority. Justify your answer based on correct explanations. (5)
- (b) The selection process is a series of successive hurdles or barriers which an applicant must cross. Elaborate the procedure. (10)
4. (a) Discuss the morale productivity matrix. (7)
- (b) Explain Herzberg's Two Factor Theory. (8)
5. (a) "Training is considered as a tool for Human Resource Development" - Elaborate this statement. (7)
- (b) What are the different kinds of off-the-job training methods? (8)
6. (a) Discuss the different techniques of job design. (8)
- (b) There are various systems of job evaluation that has been designed over time. Explain the methods. (7)
7. Write short notes on (3 × 5 = 15)
- (a) Job Analysis
- (b) External Sources of Recruitment
- (c) Performance Appraisal.

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