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47(4) HURM 4-1

2013

## HUMAN RESOURCE MANAGEMENT

Paper : 4-1

Full Marks : 80

Time : Three hours

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

1. Answer the following :  $1 \times 10 = 10$

(A) Fill in the blanks :

(i) The famous Hawthorne experiment was conducted by \_\_\_\_\_.  
(Prof. Elton Mayo / F. W. Taylor)

(ii) \_\_\_\_\_ is considered to be the first to adopt humanistic and paternalistic approach towards workers. (Robert Owen / Mary Parker Follet)

Contd.

(iii) Human Resource Planning at \_\_\_\_\_ covers population projections.  
(national level / sector level)

(iv) \_\_\_\_\_ is a statement of the minimum levels of qualifications, skills etc. for performing a job effectively.  
(Job description / Job specification)

(v) Projective test is a sub-division of \_\_\_\_\_.  
(Ability tests / Personality tests)

(B) State True or False :

(vi) The contingency approach to HRM believes that there is no one way of managing, that works perfectly in all situations.

(vii) Sensitivity training is also known as T-group.

(viii) Programmed Instructions is a knowledge based training.

(ix) The need for a affiliation in McClelland's Need Theory is concerned with making impact on others.

(x) Check-list is a modern method of Performance Appraisal.

2. Answer the following :  $2 \times 5 = 10$

(i) State *two* needs of Human Resource Management.

(ii) What do you mean by Human Resource Planning ?

(iii) State *two* importance of morale in an organisation.

(iv) What do you mean by Job Evaluation ?

(v) State *two* points of distinction between Job description and Job specification.

3. Answer the following : (*any four*)

(i) Explain the operative functions of Human Resource Management. 5

(ii) What do you mean by Job Design ? Explain the various methods / techniques of Job Design. 1+4=5

(iii) State and explain the advantages and disadvantages of Internal sources of recruitment. 5

(iv) What do you mean by demotion? Discuss the various causes of demotion. 2+3=5

(v) Explain McClelland's Need Theory of Motivation.

(vi) Discuss the process of Performance Appraisal.

4. Answer the following : (any five)

(i) What is selection? Explain the various steps involved in the selection process. 2+6=8

(ii) Trace the history of evolution and development of Human Resource Management.

(iii) What do you mean by Personnel Policy? State the need and importance of Personnel Policy in an organisation. 2+6=8

(iv) What do you mean by Job Analysis? Discuss the various methods of gathering information under job analysis. 2+6=8

(v) Explain the various On-the-Job and Knowledge-based methods of training. 4+4=8

(vi) What do you mean by separation? Explain the various forms of separation. 2+6=8

(vii) Write short notes : (any two) 4×2=8

(a) Barriers to Human Resource Planning.

(b) Measures to make an Induction Programme effective.

(c) Qualities of a Personnel Manager.

(d) Absenteeism.

(viii) Explain two modern methods of Performance Appraisal. State the differences between Job Evaluation and Performance Appraisal. 4+4=8