

Roll No. ....

**BBA-303(N)**

**B. B. A. (Third Semester)  
EXAMINATION, Dec., 2014**

**(New Course)**

**Paper Third**

**HUMAN RESOURCE MANAGEMENT**

*Time : Three Hours ]*

*[ Maximum Marks : 70*

**Note :** Question No. 1 of Section A is compulsory. Attempt *two* questions from Section 'B' and *two* questions from Section 'C'.

**Section—A**

1. Write short notes on the following : 3 each
- (a) Difference between HRM and Personnel Management
  - (b) Difference between policy and strategy
  - (c) Functional and grand strategies
  - (d) Ergonomics
  - (e) Types of discipline
  - (f) Wage board
  - (g) Types of transfer
  - (h) Sensitivity training
  - (i) Job description
  - (j) Delphi Method

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Section—B

10 each

2. Define strategic HRM. Explain the role of HRM in strategic management.
3. Discuss various subsystems of HRD and enumerate its importance in modern organisations.
4. Differentiate between strategic control and operational control. Discuss their importance.
5. Define Human Resource Planning. Explain the techniques of employee demand forecasting.

Section—C

10 each

6. Discuss the following methods of Performance Appraisal :
  - (a) Management by Objectives
  - (b) Assessment Centres
7. Explain clearly the following methods of Job evaluation :
  - (a) Point rating method
  - (b) Factors comparison method
8. What do you understand by grievance handling ? Enumerate the model grievance procedure used in organisations.
9. Suppose a key employee has just resigned and you are the departmental head. After you have sent your request for replacement, how could you help the recruiter to find the best replacement ?

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