

**PARUL UNIVERSITY**  
**FACULTY OF MANAGEMENT**  
**BBA/Winter 2019 - 20 Examination**

**Semester: 4**  
**Subject Code: 06101253**  
**Subject Name: Human Resource Management-II**

**Date: 09/12/2019**  
**Time: 2:00pm to 4:30pm**  
**Total Marks: 60**

**Instructions**

1. All questions are compulsory.
2. Figures to the right indicate full marks.
3. Make suitable assumptions wherever necessary.
4. Start new question on new page.

**Q.1 Do as Directed.****A).Multiple choice type questions/Fill in the blanks. (Each of 1 mark)****(05)**

1. Industrial relations cover the following area(s) \_\_\_\_\_
  - a) Collective bargaining
  - b) Labour legislation
  - c) Industrial relations training
  - d) All of the above
2. Which of the following department has major interest in harmonious industrial relations?
  - a) HR
  - b) Production
  - c) Finance
  - d) Marketing
3. A proactive industrial relations programme must cover the following decision(s) \_\_\_\_\_
  - a) Communication
  - b) Competence
  - c) Discipline and conflict
  - d) All of the above
4. An employer's refusal to provide work opportunities, is classified as \_\_\_\_\_
  - a) Grievance procedure
  - b) Lock out
  - c) Injunction
  - d) Strike procedure
5. The primary purpose of employee safety programme is to preserve the employees' \_\_\_\_\_
  - a) Mental health
  - b) Physical health
  - c) Emotional health
  - d) All of the above

**B).Define the following. (Each of 1 mark)****(05)**

- 1.Incentive
- 2.Employee welfare
- 3.Trade union
4. Conciliation
- 5.Industrial Relation

**C).Direct questions. (Each of 1 mark)****(05)**

- 1.Fringe Benefit
- 2.Define in brief TQM
3. Grievance
- 4.Industrial Dispute
5. Adjudication

**Q.2 Answer the following questions.****A).Write short note on :- HR Audit****(07)****B).Explain the concept of Industrial safety and Health****(08)****Q.3 Answer the following questions.****A).What are the various Joint Council Work Council HR challenges in Call centers.****(07)****B).Write in detail on:-Importance and limitations of incentives.****(08)**

**Q.4 Attempt any two questions. (Each of 7.5 mark)**

**(15)**

1. Write Short note on: - Workers Participation in Management.
2. Explain the Methods of solving dispute Collective Bargaining in detail.
3. Explain procedure of Grievance in detail.
4. Describe briefly types of Employees Welfare.