

**PARUL UNIVERSITY**  
**FACULTY OF MANAGEMENT**  
**BBA., Winter 2017 - 18 Examination**

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

**Date: 27-12-2017**  
**Time: 10:30AM to 01:00PM**  
**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. Employer's refusal to bargain with the employees' representative is declared as a(n):
  - a) Economic strike
  - b) Executive proceeding
  - c) Unfair labor practice
  - d) Arbitration proceeding
2. Which of the following option is a component of remuneration?
  - a) Fringe Benefits
  - b) Commitment
  - c) External equity
  - d) Motivation
3. Employer's refusal to bargain with the employees' representative is declared as a(n):
  - a) Economic strike.
  - b) Unfair labor practice
  - c) Executive proceeding
  - d) Arbitration proceeding
4. To which settlement machinery can the central government refer the disputes.
  - a) Conciliation
  - b) Arbitration
  - c) Adjudicator
  - d) Supreme Court
5. It is important for the \_\_\_\_\_ to concentrate in the area of harmony in the industries.
  - a) Employers
  - b) Public
  - c) Committee
  - d) Government

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

1. Industrial Relation
2. TQM
3. Industrial Dispute
4. Collective Bargaining
5. Employee Compensation

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

1. What are some examples of fringe benefits?
2. Define: - Accident
3. What are the types of Employee Welfare.
4. What is Worker's Participation in Management.
5. Reasons for joining Union Problems of Trade union (Any 2)

**Q.2 Answer the following questions.**

A). Methods of solving dispute Collective Bargaining in detail. (07)

B). Write in detail on :-Importance and limitations of incentives. (08)

**Q.3 Answer the following questions.**

A). Write short note on: -HR Audit. (07)

B). Explain Types of Employee Welfare. (08)

**Q.4 Attempt any two questions. (Each of 7.5 mark) (15)**

1. Explain Grievance Procedure.

2. Write Short note on: - Workers Participation in Management.

3. What are the various Joint Council Work Council HR challenges in Call centers.

4. Explain in brief: - Concept of industrial safety and health.