

PARUL UNIVERSITY
FACULTY OF MANAGEMENT
BBA, Summer 2017-18 Examination

Semester: 4**Subject Code: 06101253****Subject Name: Human Resource Management-II****Date: 16-05-2018****Time: 02:00PM to 04:30PM****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. Formal written complaint of employees is called
 - a) grievance arbitration
 - b) grievance strike
 - c) grievance
 - d) employee ownership
2. When the same rate of incentives is paid to the employees for each unit of goods produced by them, it is called
 - a) Straight piece rate
 - b) Task and time bonuses
 - c) Differential piece rate
 - d) None of the above
3. Parties to industrial relations are
 - a) ILO, Government, Association of employers
 - b) ILO, Board of Directors, Association of employers
 - c) ILO, Government, IMF
 - d) Government, Board of Directors, Association of employers
4. The employee welfare facilities available outside the organization are called
 - a) intra-mural facilities
 - b) extravagance
 - c) extra-mural facilities
 - d) None of the above
5. Grievance reported to department representative has to be answered in ____ hours
 - a) 48
 - b) 64
 - c) 72
 - d) 30

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

1. Trade Union
2. Lay-off
3. Retrenchment
4. Grievance
5. Conciliation

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

1. What do you mean by Employee Stock Option Plan (ESOP)?
2. What do you mean by Fringe Benefits?
3. What do you mean by Workers Participation of Management?
4. What do you mean by Remuneration?
5. What do you mean by Collective Bargaining?

Q.2 Answer the following questions.

A). Explain the major reasons why employers would like to dissuade their employees to join Trade Unions. (07)

B). Explain importance of Industrial Relation. Discuss various parties to Industrial Relation. (08)

Q.3 Answer the following questions.

A). Explain Approaches to Employee Welfare. (07)

B). Discuss the Sources and Process for Grievance in Indian Industry (08)

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

(15)

1. Discuss various components of employee Remuneration
 2. Henry and Co. was into manufacturing electronic goods. In the past one year, the profits were not as expected. An analysis done by the management showed that the human resources were not being used effectively. For the efficient use of human resources and more accurate human resource planning, the company felt the need to conduct a human resource audit. What should the company take to do so?
 3. Write a short note on “Schemes of Workers participation in Management”
- 4. Case study:**

Dinesh a machine operator, worked as a mechanist for Ganesh, the supervisor. Ganesh told Dinesh to pick up some trash that had fallen from Dinesh’s work area, and Dinesh replied,” I won’t do the janitor’s work”

Ganesh Replied, “when you drop it, you pick it up”. Dinesh become angry and abusive, calling Ganesh a number of names in a loud voice and refusing to pick up the trash. All employees in the department heard Dinesh’s comments.

Ganesh had been trying for two weeks to get his employees to pick up trash in order to have cleaner workplace and prevent accidents. He talked to all employees in a weekly departmental meeting and to each employee individually at least once. He stated that he was following the instruction of the general manager. The only objection came from Dinesh.

Dinesh has been with the company for give year, and in this department for six months. Ganesh had spoken to him twice about excessive alcoholism, but otherwise his record was good. He was known to have quick temper.

This outburst by Dinesh hurt Ganesh badly. Ganesh told Dinesh to come to the office and suspended him for one day for insubordination and abusive language to a supervisor. The decision was within company policy, and similar behaviors had been punished in another department.

After Dinesh left Ganesh’s office, Ganesh phoned the HR manager, reported what he had done and said that he was sending a copy of the suspension order for Dinesh’s file.

Questions:

1. how would you rate Dinesh’s Behaviors? What method of appraisal would you use? Why?