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Seat No: \_\_\_\_\_

Enrollment No: \_\_\_\_\_

**PARUL UNIVERSITY**  
**FACULTY OF MANAGEMENT**  
**BBA, 2017 Examination**

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

Date: 12/4/17  
Time: 2hr  
Total Marks: 50

**Instructions**

1. Attempt all questions from each section in the same supplementary.
2. Figures to the right indicate full marks.
3. Make suitable assumptions wherever necessary.

**SECTION-A-25 Marks (Questions from Module I)**

**Q.1 (a) Do as directed.** (6)

1. Define Industrial Relation.
2. The parties to industrial relations are \_\_\_\_\_. [Fill in the blanks]
3. Trade union is a means of only permanent combination. [State True or False].
4. The head of department has to settle the grievance in \_\_\_\_\_ days / hours. [Fill in the blanks]
5. The ultimate legal remedy for the settlement of an unresolved dispute is its reference to \_\_\_\_\_ by the government. [Adjudication / Voluntary Arbitration].

**Q.2 Explain the process of Collective Bargaining.** (6)

**Q.3 (a) What is conciliation and Adjudication. Highlight important characteristics of both.** (4)

**Q.3 (b) Consider you are head of HR department, design a grievance procedure for your company.** (3)

Or

**Q.3 (a) Explain Arbitration and types of Arbitration in detail.** (4)

**Q.3 (b) what are the reasons that workers join Trade Union.** (3)

**Q.4 What are the causes of industrial disputes?** (6)

**SECTION-B-25 Marks (Questions from Module II)**

**Q.1 (a) Do as directed.** (6)

1. Define Compensation.
2. The type of incentives are \_\_\_\_\_, \_\_\_\_\_ and \_\_\_\_\_. [Fill in the blanks]
3. Life insurance is an incentive.[State True or False].
4. The \_\_\_\_\_ is the example of incentive. [Childcare assistance / awards]

**Q.2 Draw a hypothetical salary slip and explain the components of salary slip.** (6)

**Q.3 (a) Why executives are paid higher than normal workers. Justify.** (4)

**Q.3 (b) Define Compensation and incentives.** (3)

Or

**Q.3 (a) Differentiate between Fringe benefits and Incentives.** (4)

**Q.3 (b) What are the types of fringe benefits.** (3)

**Q.4 You are working as Manager HR, and you have to guide your junior executive regarding designing Of fringe benefits. Explain to him the points he should keep in mind while doing so.** (6)