

**PARUL UNIVERSITY**  
**FACULTY OF MANAGEMENT**  
**BBA Internal 2017 - 18 Examination**

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

Date: (28/03/2018)  
 Time: (1hr:30min)  
 Total Marks: 30

**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.

<b>Q.1 Multiple choice type questions/Fill in the blanks. (Each of 1 mark)</b>	<b>(05)</b>
1. Workers organizations are prominently known as _____	
a) Employees Unions	c) Company Union
b) Trade union	d) work committee
2. Good industrial relation results in increased _____ and hence Prosperity	
a) Absenteeism	c) Efficiency
b) Conflicts	d) Grievance
3. Grievance reported to department representative has to be answered in _____ hours	
a) 48	c) 72
b) 64	d) 30
4. Executives remuneration cannot be compared with _____	
a) Wages	c) Ages
b) Education	d) All of the above
5. Fringe Benefits create a sense of _____ among employees	
a) Belongingness	c) Togetherness
b) Bitterness	d) Enemy
<b>B) Define the following. (Each of 1 mark)</b>	<b>(05)</b>
1. Trade union	
2. Industrial Disputes	
3. Collective Bargaining	
4. Fringe Benefits	
5. Compensation Retrenchment	
<b>Q.2 Answer the following questions.</b>	
A) Explain various machineries for settlement of industrial disputes	<b>(05)</b>
B) Explain the types of collective bargaining.	<b>(05)</b>
<b>Q.3 Answer the following questions.</b>	
A) What are the causes of Grievance? Discuss briefly grievance handling procedure	<b>(05)</b>
B) Explain components of executive's pay	<b>(05)</b>