



**SB-0338**

**First Year B. Com. (Honours) Examination**  
**March / April – 2011**  
**Human Resource Management**

Time : 3 Hours]

[Total Marks : 70

**Instructions :**

(1)

नीचे दृशाविले निशानीवाणी विगतो उत्तरवडी पर अवश्य लभवी. Fillup strictly the details of signs on your answer book.	Seat No. :
Name of the Examination :	<input type="text"/>
<b>F. Y. B. Com. (Honours)</b>	<input type="text"/>
Name of the Subject :	<input type="text"/>
<b>Human Resource Management</b>	<input type="text"/>
Subject Code No. : <input type="text"/> 0 <input type="text"/> 3 <input type="text"/> 3 <input type="text"/> 8	<input type="text"/>
Section No. (1, 2,.....) : <input type="text"/> Nil	<input type="text"/>
	Student's Signature

- (2) All questions are compulsory.  
(3) Figures to the right indicate marks.

- 1 Answer in brief : 10  
(i) What are human resources?  
(ii) What are the main elements of human resource development?  
(iii) Give the list of forms of industrial disputes.  
(iv) What are the types of motivation?  
(v) What are the causes of grievances?
- 2 Write a detailed note on job analysis and differentiate 10  
between job analysis and job description.
- 3 “Personal Management means all the activities connected 10  
with all matters from recruitment to retirement.” Discuss.
- 4 (i) Explain the factors affecting Human Resource Planning. 5  
(ii) Explain the differences between training and development. 5
- 5 (i) Discuss the limitations of Ranking and Point System 5  
of job evaluation.  
(ii) What is employee morale? State the various factors 5  
affecting employee morale.
- 6 Define leadership. Explain various leadership styles. 10

- 7 The managers of Wadia Mfg. Ltd. realised that the level of morale and motivation of their employees was very low and that there was dissatisfaction among the employees. Labour productivity was also found to be very low. After investigating the causes of dissatisfaction, the managers decided that if employees were to be motivated, there was a need to establish and maintain good interpersonal relations, over and above good salary, job security, proper working conditions and supervision. So they put in sincere efforts to improve all these factors during one year. Yet, surprisingly they came to know that inspite of reduction in the degree of dissatisfaction, the level of morale and motivation was low and there was no significant increase in their productivity, therefore, the managers are worried.

What managerial problem is involved in the above case? Suggest solution and with the help of arguments justify your answer.

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