



**K-2557**

**First Year B. Com. (Hon.) (Sem. - II) Examination**  
**October/November – 2012**  
**Human Resource Management**

Time : Hours]

[Total Marks : 70

**Instructions :**

(1)

नीचे दृशावेक निशानीवाणी विगतो उत्तरवही पर अवश्य कपवी. Fillup strictly the details of signs on your answer book.	Seat No. :
Name of the Examination :	<input type="text"/>
<input type="text" value="F. Y. B. COM. (HON.) (SEM. - 2)"/>	<input type="text"/>
Name of the Subject :	<input type="text"/>
<input type="text" value="HUMAN RESOURCE MANAGEMENT"/>	<input type="text"/>
Subject Code No. : <input type="text" value="2"/> <input type="text" value="5"/> <input type="text" value="5"/> <input type="text" value="7"/>	Section No. (1, 2,.....): <input type="text" value="Nil"/>
Student's Signature	

- (2) All question carry equal marks. All question are compulsory.  
(3) Figures to the right side indicate marks of the question all question compulsory.

- 1 Answer the following questions in brief : 14
- (1) Explain the relationship between motive, motivating.
  - (2) What are the consequences of nonfulfillment of need ?
  - (3) Define Job evaluation.
  - (4) Explain the types of morale.
  - (5) How dose a grievance arise ?
  - (6) List out reasons for a complain.
  - (7) What are the forms of Industrial disputes.
- 2 (a) Explain the concept of Motivation and state its nature. 7  
(b) Write a detailed note on Herzbergs Motivation - 7  
hygiene theory.
- 3 (a) Define Job evaluation and state its objectives. 7  
(b) What measures can be taken in the organization to 7  
improve employee morale.

- 4 (a) Define leadership write a detailed note on leadership styles. 7
- (b) What are the basic elements of a grievance procedure ? 7
- 5 Case study : 14

In 'A' Co. Ltd. authority was given by the past manager to departmental heads to supervise and give guidance to employees working in their departments. But the newly manager told the departmental heads under him that he himself would like to take decisions on small or big questions and the departmental heads had to implement it. Besides, the manager himself would provide to the departmental heads. The outlines of guidance to be provided to the employees working in their departments.

Now the manager gives detailed instructions to departmental heads and calls to him the workers working in various departments, distributes directly the work among employees and gives suggestions to them. Hence the employees now directly contacts the manager.

The burden of work on manager is heavy due to all these and he feels that departmental heads do not co-operate with him.

What managerial problems are involved in the above case ? What suggestions would you make to improve the situation ?

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