



UA-2557

First Year B. Com. (Honours) (Sem. II) Examination
March/April – 2012
Human Resource Management

Time : 3 Hours]

[Total Marks : 70

Instructions :

(1)

नीचे दर्शायेव निशानीवाणी विगतो उत्तरवडी 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. (Sem. 2) (HONOURS)"/>	<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"/>	<input type="text" value="Student's Signature"/>
Section No. (1, 2,...): <input type="text" value="Nil"/>	

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

- 1 Answer in short : 14
- (1) Explain the relationship between motive, motivating and motivation.
 - (2) What are the advantages of job evaluation ?
 - (3) What are the different types of complains ?
 - (4) What are the consequences of non-fulfillment of need ?
 - (5) Explain Maslow's Hierarchy.
 - (6) State the different types of needs.
 - (7) Explain individual and group morale.
- 2 (a) Explain any three methods of job evaluation. 7
- (b) Write a detailed note on factors affecting morale. 7
- 3 (a) Define leadership and discuss various leadership styles. 7
- (b) What are the causes of grievance ? 7

- 4 (a) Write a detailed note on types of settlement for industrial dispute. 7
- (b) Define motivation and explain any three theories on motivation. 7

5 Case study : 14

Prakash is an engineer in a large design engineer office. He belongs to a poor but disciplined family. For Prakash, it was 'earn while you learn' till he graduated.

Prakash is intelligent, capable and hardworking. But his main fault was that he does not want to take risks. He hesitates to make decisions himself and often brings petty and routine problems to his boss for decisions. Whenever he does a design job, he brings a rough draft to his boss for approval.

The boss wants to make Prakash more independent and confident. This will improve Prakash's performance and relieve the boss from extra routine. However, the boss is not sure how to go about.

Q.1 What should boss do to improve Prakash's performance ?

Q.2 Which motivational style should be applied on Prakash ?
