



**UA-0629**

**First Year B. Com. (Honours) Examination**  
**February/March – 2012**  
**Human Resource Management**

Time : 3 Hours]

[Total Marks : 70

**Instructions :**

(1)

नीचे दृष्टावेव निशानीवाणी विगतो उत्तरवडी पर अवश्य लपनी. Fillup strictly the details of signs on your answer book.	Seat No. :
Name of the Examination :	<input type="text"/>
<input type="text" value="FIRST YEAR B. COM. (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="0"/> <input type="text" value="6"/> <input type="text" value="2"/> <input type="text" value="9"/>	<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 brief : 10  
(i) Define human resource development.  
(ii) Distinguish between job description and job requirement.  
(iii) Explain the meaning of human resource audit.  
(iv) Explain the meaning of morale and motivation.  
(v) What are the causes of grievances ?
- 2 (a) Define human resource management and explain its 5  
scope.  
(b) Write a short note on 'business games'. 5
- 3 Explain various stages in the process of human resource 10  
planning.
- 4 Explain the need for executive development and write a 10  
note on structured insight method and T group method of  
executive development.
- 5 Enlist various methods of solving industrial disputes and 10  
write detailed notes on any two.
- 6 'Certain qualities are necessary for a successful leader'. 10  
Explain in light of Trait Theory of leadership.

- 7 Mr. Vikesh is the managing director of General Electronic Appliances Ltd. Recently he received various reports of the company regarding decline in sales, increase in costs, customer grievances and labour turnover rate. So he held a meeting of various departmental heads to discuss the problem. Mr. Vikesh expressed that lack of control over employees was responsible for poor results. Besides, according to him employees were interested in less work and more pay and amenities and company resembled an entertainment club. Hence, close supervision and control is necessary. He suggested that employees who do not work properly should be given one chance and even after warning them they do not improve their services should be terminated.
- All the departmental heads supported Mr. Vikesh excepting Mr. Vinay who suggested that employees are well educated and enthusiastic and they desire participation in decision making. They should be informed about poor results and should be taken into confidence.
- However, Mr. Vikesh suddenly postponed the meeting until the next day.
- (i) Which managerial problems are involved in the case ?
  - (ii) Discuss the assumptions regarding the behaviour of the employees according to Mr. Vikesh and Mr. Vinay.
  - (iii) What suggestions would you make to improve the results ? Why ?
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