



DPP-2659

First Year B. Com. (Honours) (Sem. II) Examination
March / April - 2016
Human Resource Management

Time : Hours]

[Total Marks : 50

Instructions :

(1)

नीचे दशांशके निशानीवाणी विगतो उत्तरवही पर अवश्य लिखनी. 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) (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="6"/> <input type="text" value="5"/> <input type="text" value="9"/>	<input type="text"/>
Section No. (1, 2,.....) : <input type="text" value="Nil"/>	<input type="text"/>
	Student's Signature

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

- 1 Answer in brief : 10
- (a) Enlist the factors affecting morale.
(b) Explain the characteristics of a good leader.
(c) Explain the term n/ACH.
(d) Enlist the forms of industrial unrest.
(e) Explain compulsory arbitration.
- 2 (a) Write a detailed note on McClelland's need theory and theory Z of motivation. 7
(b) Explain and evaluate Grading and Point System of job evaluation. 6
- 3 (a) Explain the settlement mechanism of industrial disputes. 7
(b) Write a note on Grievance Redressal. 6

4 (a) Write a note on manipulative leadership. 5

(b) Case Study : 9

Heena Tours Ltd arranges tours and travels on all India level as well as arranges for private cabs in major cities. The customers are provided better services at economic rates. The employees are also paid remuneration more than the competitor firms.

The companies has recruited minimum staff and they are supposed to report on duty when need arises. During peak season they have to remain on duty for days together away from family and in off seasons they are on duty for more than 15 hours. Many a times they have to cancel their holidays and report on duty. Their superiors too behave rudely and when approached for leave they are refused on the ground that they are paid for everything.

As a result, the employees are not satisfied. Though they are paid well, they have no time for their family life. Some of them are so depressed that they want to leave the job if they get better opportunity.

Questions :

- (1) Which HR problems are involved in the case?
- (2) Give appropriate suggestions.
