



**WEST BENGAL STATE UNIVERSITY**  
BBA Honours 3rd Semester Examination, 2021-22

**BBAACOR06T-BBA (CC6)**

**HUMAN RESOURCE MANAGEMENT**

Time Allotted: 2 Hours

Full Marks: 50

*The figures in the margin indicate full marks.  
Candidates should answer in their own words and adhere to the word limit as practicable.*

**GROUP-A**

**Answer any five questions from the following**

2×5 = 10

1. Define Human Resource.
2. What is HR Development?
3. What do you mean by job description?
4. Define e-recruitment.
5. What is HR audit?
6. Mention two types of interviews.
7. What is wage differential?
8. What is in-depth interview?
9. What is Compensation Plan?
10. What is Wage Incentive?
11. What is Social Security?
12. What is Induction Programme?
13. What is Career Anchors?
14. What is Industrial Dispute?
15. What is Appraisal Interview?

**GROUP-B**

**Answer any *four* questions from the following**

5×4 = 20

16. Explain briefly the importance of HRM.
17. Briefly explain the need for Human Resources Planning.
18. What are the Internal and External Sources of Recruitment?
19. Explain briefly the purpose of Job Analysis.
20. Explain the factor that distorts Performance Appraisal.
21. State the importance of Performance Appraisal.
22. What are the features of a sound compensation plan?
23. What is Employees Stock Option Plan?
24. Briefly discuss the causes of industrial dispute.
25. Write a short note on “Orientation Process”.
26. What are the reasons of workers participation in management?
27. Mention some causes of employee grievance.

**GROUP-C**

**Answer any *two* questions from the following**

10×2 = 20

28. Explain the Human Resource Planning Process. 10
29. What is Selection? Discuss the steps involved in Selection Procedure. 10
30. Discuss in brief the effectiveness of training programmes for the employees. 10
31. What are the sources of ‘Employees’ Grievances? Explain the grievance handling Procedure. 10
32. Briefly explain the different methods of Performance Appraisal. 10
33. What are the ways of settling Industrial Disputes? What are the problems of Collective bargaining? 5+5

**N.B. :** *Students have to complete submission of their Answer Scripts through E-mail / Whatsapp to their own respective colleges on the same day / date of examination within 1 hour after end of exam. University / College authorities will not be held responsible for wrong submission (at in proper address). Students are strongly advised not to submit multiple copies of the same answer script.*

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