

Total No. of Questions : 7]

SEAT No. :

P2125

[5803] - 201

[Total No. of Pages :3

First Year B.B.A.

**CA-201 : ORGANIZATIONAL BEHAVIOUR & HUMAN
RESOURCE MANAGEMENT
(2019 Pattern) (Semester - II)**

Time : 2½ Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) *Q.1 & Q.2 are compulsory.*
- 2) *Solve any 3 questions from Q.3 to Q.7.*
- 3) *Figures to the right side indicate full marks.*

Q1) Select the correct option. [16]

- a) The basic foundation of _____ lies on management's building a feeling of partnership with employees.
 - i) Autocratic model
 - ii) Custodial model
 - iii) Collegial model
 - iv) Supportive model
- b) Which of the following discipline is contributing to the organisational Behaviour?
 - i) Social Psychology
 - ii) Economics
 - iii) Anthropology
 - iv) All of the above
- c) Which of the following is NDT external influencing factor for organisational change?
 - i) Market situation
 - ii) Social changes
 - iii) Political changes
 - iv) Changes in managerial personnel
- d) Unfreezing changing & refreezing are the steps in the process of _____.
 - i) Organisational change
 - ii) Stress management
 - iii) Conflict management
 - iv) None of the above
- e) Positive stress is called as _____.
 - i) Distress
 - ii) Eustress
 - iii) Both i & ii
 - iv) None of the above
- f) The Process of improving, molding the skills, knowledge & abilities of employees for present & future job is a _____ function.
 - i) Human Resource Development
 - ii) Compensation
 - iii) Employment
 - iv) Human Relations

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- g) Human Resource Management emphasis_____.
- i) development of employees ii) Punishment of Employees
 iii) Adoption of employees iv) None of the above
- h) HRM is the process of_____.
- i) Acquiring employees ii) Training employees
 iii) Appraising employees iv) All of the above
- i) _____ is a structure & a process by which co-operative group of human beings are allocated tasks, relationships are established & activities are integrated towards achieving of common goals.
- i) Personnel management ii) HRM
 iii) Scientific management iv) Marketing management
- j) Which among the following test measure self-confidence, motivation, emotional balance, etc.
- i) Intelligence test ii) Preference test
 iii) Personality test iv) Interest test
- k) _____ is the process of forecasting an organisations future demand for, and supply of, the right type of people in right number.
- i) Recruitment ii) HR management
 iii) Human capital management iv) Human Resource Planning
- l) _____ is the process of estimating the quality & quantity of people required to meet future needs of the organisation.
- i) Demand forecasting ii) Supply forecasting
 iii) Environmental forecasting iv) None of the above
- m) _____ test is the selection test to judge the co-ordination between eye and hands movement.
- i) Personality ii) Intelligence
 iii) Psycho- motor iv) None of the above
- n) Which of the following is Not advantages of on-the-job training?
- i) Many options available ii) An economical way of learning
 iii) Immediate productivits iv) Quick learning

- o) Which of the following method is Not an on-the -job Training method.
- i) Job Rotation
 - ii) Coaching
 - iii) Conference
 - iv) Job instruction
- p) Training occurs as a result of_____.
- i) Instruction
 - ii) Education
 - iii) Development
 - iv) All of the above

Q2) Write short notes on (Any four) [24]

- a) Types of interview
- b) E-Selection
- c) Strategies to over come stress
- d) Supportive model
- e) Importance of HRM
- f) Distinguish between Training & Development

Q3) Define T.Q.M. Explain its dimensions in detail. [10]

Q4) What do you mean by Human Resource Planning? Explain the process of Human Resource Planning. [10]

Q5) Explain the various sources of Recruitment state merits & demerits of Internal sources of Recruitment. [10]

Q6) Define Human Resource Management Explain the functions of Human Resource Management. [10]

Q7) What is Training Explain its importance in detail. [10]

