

Total No. of Questions : 7]

SEAT No. :

PA-1961

[Total No. of Pages : 3

[5954]-201

F.Y. B.B.A. (C.A.)

**CA-201 : ORGANISATION BEHAVIOR &
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 indicate full marks.*

Q1) Select the correct option:

[16]

- a) The basis of ____ is economic resources with a managerial orientation of money.
 - i) Autocratic model
 - ii) Custodial model
 - iii) Collegial model
 - iv) Supportive model
- b) Fundamental concepts of OB revolve around ____ .
 - i) Nature of human beings
 - ii) Working of human beings
 - iii) Both (i) & (ii)
 - iv) None of above
- c) What is the most important purpose of diversity training?
 - i) Improve communication skills
 - ii) Increase workplace harmony
 - iii) Increase tolerance
 - iv) Increase cultural knowledge
- d) ____ refers to any alteration that occurs in total work environment.
 - i) Organisational change
 - ii) Organisational stress
 - iii) Organisational conflict
 - iv) None of the above
- e) Which of the following is not job related stress?
 - i) Role ambiguity
 - ii) Work overload
 - iii) Work underload
 - iv) None of the above
- f) Human Resource management is ____ management function.
 - i) Strategic
 - ii) Auxiliary
 - iii) Supporting
 - iv) Ancillary
- g) Employees in ____ are mostly treated as an economic man for his services are exchanged for wages or salaries.
 - i) Human resource Management
 - ii) Personnel Management
 - iii) Financial Management
 - iv) Scientific Management

P.T.O.

- Q2) Write short notes on (Any four):** [24]
- a) Methods of Recruitment.
 - b) Internal sources of Recruitment.
 - c) Autocratic model
 - d) Effects of stress.
 - e) Scope of organisational behaviour.
 - f) Recent Trends in Training.
- Q3) What is cultural diversity? Explain the strategies for managing workforce diversity.** [10]
- Q4) Define selection? Explain the steps involved in selection process.** [10]
- Q5) What do you mean by Human Resource Planning? Explain the importance of HR planning?** [10]
- Q6) Define “HRM”. Explain the objectives of HRM.** [10]
- Q7) What is “Training & Development”? Explain any four methods of off-the-job training methods.** [10]

