

[Total No. of Questions: 7]

SEAT No. :

[Total No. of Pages :3]

[5803] - 201

First Year B.B.A.CA

**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) External factors influencing HRP is
  - i) Business environment
  - ii) Job analysis
  - iii) Firms plans & guidelines
  - iv) Trade union
- b) Resistance to employee is \_\_\_\_\_ to HRP.
  - i) Objective
  - ii) Advantage
  - iii) Scope
  - iv) Disadvantage
- c) HR department maintains \_\_\_\_\_ records.
  - i) Employee
  - ii) Sales
  - iii) Production
  - iv) Inventory
- d) HRM is \_\_\_\_\_.
  - i) Employee oriented
  - ii) Employer oriented
  - iii) Legally oriented
  - iv) Officially
- e) Which of the following is the method of e-recruitment?
  - i) Employer websites
  - ii) Job boards
  - iii) Virtual job fair
  - iv) All of the above
- f) HRP stands for
  - i) Human Resource Project
  - ii) Human Resource Planning
  - iii) Human Recruitment Planning
  - iv) Human Recruitment Procedure

P.T.O.

F.Y. BBA - CA

Oct/Nov. 2028.

SPPU

- g) HRM was earlier termed as \_\_\_\_\_.
- i) Staffing
  - ii) Management
  - iii) Personnel Management
  - iv) Human Resource Management
- h) Organisational behaviour is \_\_\_\_\_.
- i) A science
  - ii) An art
  - iii) Both (i) & (ii)
  - iv) None of the above
- i) \_\_\_\_\_ is application oriented.
- i) Training
  - ii) Education
  - iii) Learning
  - iv) Transfer
- j) HRM is \_\_\_\_\_ in nature.
- i) Temporary
  - ii) Specific
  - iii) Flexible
  - iv) Multi-disciplinary
- k) Training occurs as a result of \_\_\_\_\_.
- i) Instruction
  - ii) Education
  - iii) Development
  - iv) Recruitment
- l) The following is (are) the benefit(s) of training.
- i) Increase productivity
  - ii) Reduce accidents
  - iii) Reduce supervision
  - iv) All of the above
- m) The term quality of the work life was coined by \_\_\_\_\_.
- i) Eric Tryst
  - ii) B. Henry Towne
  - iii) Walter Shewart
  - iv) Henry Tryst
- n) E-training includes
- i) Video-conferencing
  - ii) E-mail
  - iii) You-tub
  - iv) All of the above

- g) HRM was earlier termed as \_\_\_\_\_.
- i) Staffing
  - ii) Management
  - iii) Personnel Management
  - iv) Human Resource Management
- h) Organisational behaviour is \_\_\_\_\_.
- i) A science
  - ii) An art
  - iii) Both (i) & (ii)
  - iv) None of the above
- i) \_\_\_\_\_ is application oriented.
- i) Training
  - ii) Education
  - iii) Learning
  - iv) Transfer
- j) HRM is \_\_\_\_\_ in nature.
- i) Temporary
  - ii) Specific
  - iii) Flexible
  - iv) Multi-disciplinary
- k) Training occurs as a result of \_\_\_\_\_.
- i) Instruction
  - ii) Education
  - iii) Development
  - iv) Recruitment
- l) The following is (are) the benefit(s) of training.
- i) Increase productivity
  - ii) Reduce accidents
  - iii) Reduce supervision
  - iv) All of the above
- m) The term quality of the work life was coined by \_\_\_\_\_.
- i) Eric Tryst
  - ii) B. Henry Towne
  - iii) Walter Shewart
  - iv) Henry Tryst
- n) E-training includes
- i) Video-conferencing
  - ii) E-mail
  - iii) You-tub
  - iv) All of the above

- o) Total Quality Management focuses on
- i) Employee
  - ii) Customer
  - iii) Both (i) & (ii)
  - iv) None of the above
- p) E- recruitment is also known as \_\_\_\_.
- i) Internet recruitment
  - ii) Effective recruitment
  - iii) Advanced recruitment
  - iv) None of the above

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

- a) Internal Sources of Recruitment
- b) Advantages of E-recruitment
- c) Model of Organisational Behaviour
- d) Types of interview
- e) Recent Trends in Training
- f) Elements of TQM

**Q3) Define HRM? Explain the objective of HRM? [10]**

**Q4) Define stress. Explain the sources of stress? [10]**

**Q5) Define selection? Explain the steps involved in selection process? [10]**

**Q6) What is Training? Explain its importance in details? [10]**

**Q7) Define Human Resource Management. Explain the functions of Human Resource Management? [10]**

