

B.B.A. DEGREE EXAMINATION, APRIL 2019
I Year II Semester
Human Resource Management and Organisational Behaviour

Time : 3 Hours

Max.marks :75

Section A ($10 \times 2 = 20$) Marks

Answer any **TEN** questions

1. Define Human Resource Management.
2. What is Gratuity?
3. What is Training Need Assessment (TNA)?
4. What is Group Appraisal Method?
5. Define Remuneration.
6. What are Fringe Benefits?
7. What is Off – the – Job Training?
8. Define Organisational Behaviour.
9. What is Informal Groups?
10. Write about Group Cohesiveness.
11. Define Quality of Work Life (QWL).
12. Write any two criteria to assess Quality of Work Life?

Section B ($5 \times 5 = 25$) Marks

Answer any **FIVE** questions

13. Explain the scope of Human Resource Management.
14. Discuss the features of Employee State Insurance Act 1948.
15. State the difference between Training and Development.
16. Explain various methods of Wage Payment.
17. Explain the various stages in the group formation.
18. Discuss the factors influencing the Quality of Work Life.
19. Explain the importance of Performance Appraisal.

Section C ($2 \times 15 = 30$) Marks

Answer any **TWO** questions

20. Enumerate the role of HR Manager in effective Human resource Management an Organisation with suitable Examples.
21. Explain various types of Non financial Incentives.
22. Explain about Group Norms and Describe the factors affect it?
23. Discuss various methods to improve Quality of Work life in organisations.

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