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Roll No. _____

MS-3198

B.B.A. (I.B.) (Semester-VI) Examination, 2015
Personnel Management

Time Allowed : Three Hours] [Maximum Marks : 70

Note : Answer five questions in all. Question No.
1 is compulsory. One question is to be
attempted from each unit.

1. Briefly explain the following : $3 \times 10 = 30$
- (a) Internal Sources of Recruitment
 - (b) Job Enrichment.
 - (c) Objectives of personnel management.
 - (d) Techniques of demand forecasting.
 - (e) Types of discipline.
 - (f) Job rotation
 - (g) Forms of worker's participation
 - (h) Orientation

P.T.O.

(2)

- (i) Maslow's Need Hierarchy theory of motivation
- (j) Concept of Job specification.

Unit-I

- 2. Define Job analysis. Discuss the methods used to conduct 'job analysis'. 10
- 3. What is the scope of personnel management? Briefly discuss its operative functions. 10

Unit-II

- 4. "Selection is a positive process while recruitment is negative" Comment. Explain the steps involved in selection process. 10
- 5. Why is training and re-training important in the organisation? Briefly discuss the different types of on-the-job and off-the-job methods of training. 10

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Unit-III

- 6. Why do companies offer benefits? What are the various benefits offered by Organisations in India. 10
- 7. How do you relate performance appraisal with the motivation and reward system in the organisation? Explain the modern approaches used in evaluating the performance of employees. 10

Unit-IV

- 8. Define the term grievance. What are the causes of grievance? Discuss the model grievance procedure that is applicable in India. 10
- 9. Explain the important objectives of industrial relations. Outline the importance of having a healthy industrial relation. 10

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