

C.U.SHAH UNIVERSITY

Summer Examination-2018

Subject Name : Human Resources Management - II

Subject Code : 4CO04HRM1

Branch: B.Com. (English)

Semester : 4

Date : 10/05/2018

Time : 10:30 To 01:30

Marks : 70

Instructions:

- (1) Use of Programmable calculator & any other electronic instrument is prohibited.
- (2) Instructions written on main answer book are strictly to be obeyed.
- (3) Draw neat diagrams and figures (if necessary) at right places.
- (4) Assume suitable data if needed.

Q-1

Attempt the following questions:

(14)

1. **Methods of training to the employees can be divided into _____ types.**
(A) two (B) three
(C) Four (D) five
2. **“Training is the act of increasing the knowledge, interest and skill of an employee for performing a particular job”. Who has given this definition?**
(A) Edwin Flippo (B) Michael Jusias
(C) C.R. Duddly (D) Dr. George Terry
3. **Training within industry is abbreviated as _____ .**
(A) I.M.T. (B) T.I.M.
(C) T.M.I. (D) T.W.I.
4. **Effective leadership, co-operation, environment of factory and motivational wages create _____ .**
(A) Morale (B) Discipline
(C) Health (D) None of above
5. **What is a person’s love and psychology towards his unit ?**
(A) Discipline (B) Morale
(C) Health (D) None of the above
6. **_____ is the sign of good and healthy industrial relationship to maintain results and reasons.**
(A) Dissatisfaction (B) Indiscipline
(B) Discipline (D) Sickness
7. **When employees are _____ satisfied then morale is _____ .**
(A) More, increased (B) less, increased
(C) More, decreased (D) none of the above
8. **Industrial stress creates unfavorable effect on _____ .**
(A) Efficiency, health and industry
(B) Body, work and atmosphere
(C) Workers, production and society
(D) None of above
9. **_____ the result of good relationship of human beings ?**



- (A) Increase in industrial disputes
 (B) Increase in industrial stress
 (C) Increase in efficiency
 (D) Increase in indiscipline
10. _____ gives encouragement to human beings.
 (A) Spiritless (B) Motivation
 (C) Proud (D) None of above
11. What is the full form of I.L.O. ?
 (A) International Labour Union
 (B) Indian Labour Organization
 (C) International Labour Organization
 (D) None of above
12. Which industrialist had told to his workers, “You are my children, I am your father. Go back to work” ?
 (A) Shri Henry Fayol (B) Prof. Stone
 (C) Shri Helcy (D) None of above
13. Which is the best method for solving industrial disputes?
 (A) Investigation (B) Arbitration
 (C) Conciliation (D) Court
14. In how many main departments Mr. Kirkaldi has divided in the purpose of Industrial relation?
 (A) Two (B) Three
 (C) Four (D) Five

Attempt any four questions from Q-2 to Q-8

- Q.2 (A) Explain the method of solving industrial disputes. 8
 (B) Give definition of morale and discuss the factors affecting it. 6
- Q.3 Explain objectives and importance of training. 14
- Q.4 What is discipline? For the success of discipline, which suggestions do you make? 14
- Q.5 What is industrial relation? Explain its importance and Scope. 14
- Q.6 What is industrial psychology? Explain the scope of industrial psychology. 14
- Q.7 Write details note on “Training methods for employees”. 14
- Q.8 Write Short Notes : (Any Two) 14
 (1) Professional guidance
 (2) Collective bargaining
 (3) Arbitration
 (4) Industrial fatigue

