

C.U.SHAH UNIVERSITY

Summer Examination-2019

Subject Name: Human Resources Management - II

Subject Code: 4CO04HRM1

Branch: B.Com (English)

Semester: 4

Date: 03/05/2019

Time: 02:30 To 05:30

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)**
- a)** “Trained employees have control over work and not work have control over employees.” What does it suggest? 1
- (A)Scientific training (B) Lack of training
(C) Non-skill of employee (D) Expertise of employee
- b)** Morale is what type of concept? 1
- (A) Physical (B) Mental (C) Economic (D) Commercial
- c)** The conflict between employer- employees is called? 1
- (A)Industrial dispute (B) Labour relations
(C)Industrial psychology (D) Industrial relations
- d)** The path of.....establishes democracy in industrial structure. 1
- (A)None (B)Court (C) Arbitrator (D) Conciliation
- e)** Which remedies prevent industrial disputes? 1
- (A)Examination (B) Negotiation
(C)Arbitration (D) Preventive measures
- f)** Which is the best solution for industrial disputes? 1
- (A) Examination (B) Arbitrator
(C) Conciliation (D) Court
- g)** Instead of solution of industrial disputes, its..... is better. 1
- (A)Prevention (B) Negotiation
(C) Arbitrator (D) Examination
- h)** I.L.O. means 1
- (A)International labour Union (B)Indian labour Organization
(C) International labour Organization (D) None
- i)** Kirkaldi divides into how many main sections, the objectives of industrial relations? 1
- (A)Two (B)Three
(C)Four (D) Five
- j)**means the factor inspiring to do work. 1
- (A)Discouragement (B) Motivation
(C) Pride (D) Industrial fatigue
- k)**is the outcome of cordial human relations. 1



	(A)Rise in industrial disputes	(B)Rise in industrial fatigue	
	(C)Rise in efficiency	(D) Rise in indiscipline	
l)	There are mainly two types of industrial fatigues. They are		1
	(A)1. Economic and 2. Social	(B)1. Historical and 2. Geographical	
	(C)1. Favorable and 2. Adverse	(D)1. Physical and 2. Mental	
m)is both cause and outcome for maintaining close and strong industrial relation.		1
	(A)dissatisfaction	(B) headache	
	(C)discipline	(D) disease	
n)	The reason of industrial disputes contain mainly of what?		1
	(A)Wages and allowances	(B)Employee and Employer	
	(C)Economic and non-economic	(D)none	
Q-2	Attempt all questions		(14)
A	Give definition of training and its advantages.		7
B	Explain importance of Morale.		7
Q-3	Attempt all questions		(14)
A	Define reasons for indiscipline.		7
B	Explain effects of Industrial Dispute.		7
Q-4	Attempt all questions		(14)
A	Define reason for creating unfavorable attitudes.		7
B	Explain objectives of Industrial relation.		7
Q-5	Attempt all questions		(14)
A	Explain causes of Fatigue.		7
B	Define different methods of professional guidance.		7
Q-6	Define causes of Industrial dispute.		14
Q-7	Attempt all questions		(14)
A	Explain guideline suggestion for success of Discipline.		7
B	What is Industrial psychology? States its objectives.		7
Q-8	Attempt all questions		(14)
A	Define scope of collective bargaining.		7
B	Explain objectives of training.		7

