

(FOR THE CANDIDATES ADMITTED
DURING THE ACADEMIC YEAR 2020 ONLY)

20 UBM 409

REG.NO. :

N.G.M.COLLEGE (AUTONOMOUS), POLLACHI
END-OF-SEMESTER EXAMINATIONS: JULY 2022

B.B.A

MAXIMUM MARKS: 70

SEMESTER: IV

TIME : 3 HOURS

PART - III

PERSONNEL MANAGEMENT AND INDUSTRIAL RELATIONS

SECTION - A (10 X 1 = 10 MARKS)

ANSWER THE FOLLOWING QUESTIONS.

MULTIPLE CHOICE QUESTIONS.

(K1)

1. _____ policies define the treatment, rights, obligations, and relations of people in an organization.
a. Marketing b. Personnel c. Procurement d. Production
2. A process of actively searching and hiring applicants for a job role is known as _____.
a. recruitment b. selection c. downsizing d. shortlisting
3. Cost to Company = _____ + Benefits.
a. Gross Salary b. Pension c. PF contribution d. Wages
4. This is the final resort for punishing an employee. _____.
a. Written reprimand b. Oral warning c. Suspension d. Termination
5. For ESI scheme, the rate of contribution by employer is 4.75% and the employees' contribution is at the rate of _____ of the wages payable to an employee.
a. 2.75% b. 1.75% c. 4.75% d. 3.75%

ANSWER THE FOLLOWING IN ONE (OR) TWO SENTENCES.

(K2)

6. Define personnel management.
7. List any four advantages of employee training programmes.
8. Distinguish the Causes for employee demotion.
9. Explain perception on collective bargaining?
10. Indicate the applicability of Factories Act, 1948.

SECTION – B

(5 X 4 = 20 MARKS)

ANSWER EITHER (a) OR (b) IN EACH OF THE FOLLOWING QUESTIONS. (K3)

11. a) Describe the functions of personnel management.
(OR)
b) Determine the areas that hiring and employment status policies should cover.
12. a) Show the five stages of the training process.
(OR)
b) Compare Job Description – Job Analysis – Job Specification.

(CONTD.....2)

- 13.a) Discuss the job evaluation models each in a statement or two.
(OR)
b) Interpret the retirement benefits that can be provided to employees.
14. a) Assess the sequential steps could employees be punished?
(OR)
b) Summarize the steps in grievance handling procedure.
15. a) What does Factories Act say on health, safety & welfare of employees?
(OR)
b) Differentiate between strike and lock-out.

SECTION - C**(4 X 10 = 40 MARKS)****ANSWER ANY FOUR OUT OF SIX QUESTIONS .****(16th QUESTION IS COMPULSORY AND ANSWER ANY THREE QUESTIONS (FROM Qn. No : 17 to 21) (K4 (Or) K5)**

16. Discuss the selection process.
17. Justify the functions of personnel department.
18. Sketch the internal and external sources of recruitment.
19. Develop possible monetary & non-monetary incentives to provide for your employees in your organization.
20. Summarize the types of trade unions.
21. Summarize the benefits of employees' state insurance.
