

(FOR THE CANDIDATES ADMITTED

21UBM409

DURING THE ACADEMIC YEAR 2021 ONLY)

REG.NO. :

N.G.M.COLLEGE (AUTONOMOUS) : POLLACHI

END-OF-SEMESTER EXAMINATIONS : MAY-2023

COURSE NAME: 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. Show the scope of personnel management_____.

(a) procurement (b) development (c) compensation (d) All of the above
2. The process of locating and encouraging potential applicants to apply for an existing or an anticipated job openings is called_____.

(a) selection (b) placement (c) recruitment (d) induction
3. Name the Promotion basis in which emphasis on length of service_____.

(a) Seniority (b) Merit (c) Efficiency (d) Recognition
4. What is workers' participation in management?

(a) Sharing the responsibilities

(b) Sharing the decision making with lower results of the employees

(c) Sharing the day to day working with higher ranks of persons

(d) Sharing the financial decision making powers with representative of workers
5. Which year did factories act come into force?

(a) 23rd September, 1948 (b) 1st April, 1949

(c) 4th April, 1949 (d) 12th September, 1948

ANSWER THE FOLLOWING IN ONE (OR) TWO SENTENCES.**(K2)**

6. Interpret the meaning of personnel management.
7. Define Training.
8. Explain demotion.
9. Define Grievance.
10. Illustrate industrial disputes.

SECTION – B**(5 X 4 = 20 MARKS)****ANSWER EITHER (a) OR (b) IN EACH OF THE FOLLOWING QUESTIONS.****(K3)**

11. a) Assess the nature of personnel management.

(OR)

- b) Describe the objectives of personnel management.

(CONTD.....2)

12.a) List the external sources of recruitment.
(OR)
b) Show the importance of job analysis.

13. a) Compare the promotion criteria and list its advantages and disadvantages.
(OR)
b) Describe the Retirement benefits to employee.

14.a) Examine why employees join in trade union.
(OR)
b) Assess the reasons for indiscipline.

15.a) Describe the forms of industrial disputes.
(OR)
b) List the benefits of State Insurance Act 1948.

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. Outline the methods of training.
17. Summarise the functions of personnel department.
18. Point out the steps involved in selection process.
19. Evaluate the methods of job evaluation.
20. Examine the types of collective bargaining.
21. Discuss the various employees welfare measures under Factories Act, 1948.

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