

Cutting, Overwriting, Erasing, Fluid painting and use of Lead Pencil will earn no marks.
 Write answer of the Question No.1 and 2 on this sheet and handover it to the supervisory staff of examination within first 35 minutes.

Time Allowed: 35 Minutes

(OBJECTIVE PART)

Max. Marks: 32

Sign of Supdt.

1- a) Encircle the correct answer:

1x4

i) The ability to apply specialized knowledge or expertise is called:

- a) Human Skills b) Technical Skills c) Conceptual Skills d) None of these

ii) Decision making, planning and controlling is related to:

- a) Human Resource Management b) Networking
 c) Traditional Management d) Communication

iii) Attractive benefits, over and above a regular salary, granted to executives also known as “perks”.

- a) Planning b) Peer Evaluation c) Performance Simulation Tests d) Perquisites

iv) The process of managing a company’s compensation program is called:

- a) Compensation & Benefits b) Compensation Survey
 c) Compensation Administration d) Compensation Program

b) Encircle True or False.

1x8

i) “The action of people at work is called behavior”.

True \ False

ii) Systematic study of behavior is a means to making reasonably accurate predictions.

True \ False

iii) Social Psychology is the study of societies to learn about human beings and their activities.

True \ False

iv) Achievement of goals is called efficiency.

True \ False

v) Observing Job candidates not only for what they say but for how they behave is known

as behavioral interview.

True \ False

vi) A set of rules or principles that defines correct and right conduct is called ethics.

True \ False

vii) A brief statement of the reason and organization is in business is known as mission statement.

True \ False

viii) Recruiting is the process of seeking sources for jobless candidates.

True \ False

c) Fill in the blank meaningfully:

1x4

i) _____ are those needed to perform mental activities.

ii) A personality trait that has recently received increased attention is called _____.

iii) _____ is a situation in labor management negotiations whereby management prevents union members from returning to work.

iv) _____ is the invisible barrier that blocks females and minorities from ascending into upper level of an organization.

(Continued Overleaf)

ii) Define Organizational Behavior.

iii) Define Empowerment.

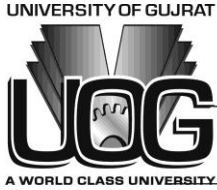
iv) Define Brainstorming.

v) Define Behaviorally Anchored Rating Scales (BARS)

vi) Define Broad-Banding.

vii) Define Merit Pay.

viii) Define Human Resource Planning.



(M.Com Part-II)

Organizational Behavior & Human Resource Management

Roll No: _____

Time Allowed : 2:25 hrs
Max. Marks : 68

Attempt **FOUR** Questions in all. Attempt **TWO** Questions from each Section.
All Questions carry equal marks.

SUBJECTIVE PART

SECTION-A

- 3- a) Contrast Classical Conditioning, Operant Conditioning and Social Learning. 9
b) Is it possible to motivate low-skilled service workers? Discuss. 8
- 4- a) Describe the Communication Process and identify its key components. Give an example of how this process operates with both oral and written messages. 10
b) What is Kinesics? Why it is Important? 8
- 5- a) Define the Conflict Process. What are the Components in the Conflict Process Model? From your own experiences, give an example of how a conflict proceeded through the five stages. 17

SECTION-B

- 6- a) Describe how Technology is changing HRM. 8
b) Explain the Difference between Job Description, Job Specifications and Job Evaluations. 9
- 7- a) Briefly discuss what an Interviewer can do to improve his or her performance. 9
b) Describe the Collective Bargaining process in detail. 8
- 8- a) Define Employee Benefits. Explain different Types of Employee Benefits in detail. 17