

TERM END EXAMINATION - DECEMBER, 2018
DIPLOMA IN OFFICE MANAGEMENT (DOM)
DOM-05: HUMAN RESOURCES AND ORGANIZATIONAL BEHAVIOUR

Total Marks: 100

Time: 3 Hrs.

(Instructions: Answer all the questions from Group A, answer any four questions from Group B, any four from Group C and any two questions from Group D)

Group A

Q.1 Multiple-Choice Questions-

(1×10=10)

- i. Which of the following is a technique for "On the Job Training"?

(a) Job Instruction Technique	(c) Simulation Exercises
(b) Sensitivity Training	(d) Transactional Analysis
- ii. Which one of the following is not a performance appraisal method?

a) Ranking method	c) critical incident method
b) 360 degree	d) job rotation
- iii. _____ is described as a method of human interaction involving realistic behavior in imaginary situations.

(a) Experimental Exercise	(c) Vestibule training
(b) Role Playing	(d) Apprenticeship
- iv. The monetary & non-monetary benefits given to employee during their employment tenure.

(a) Fringe Benefits	(c) Bonus
(b) Incentives	(d) ESOP.
- v. _____ is the systematic process of analyzing and assessing job to determine the relative worth of each job in an organization.

(a) Job description	(c) Job Analysis
(b) Job evaluation	(d) Job specification.
- vi. A _____ is a panel of members of the Union Cabinet of India for review and revision of the salaries of government employees

(a) Pay Commission	(c) Pay revision board
(b) Wage board	(d) None of these
- vii. In the acronym SMART goals, "M" stands for

(a) Motivated	(c) Measured
(b) Mean	(d) Manpower
- viii. Which need is at the top of the pyramid according to Maslow's theory of motivation?

(a) Self-actualization	(c) Esteem
(b) Safety	(d) Social
- ix. Which one is not a type of interview

(a) Stress interview	(c) Formal interview
(b) Group interview	(d) Focus Interview

- x. Which is not a stage of Socialization process
- (a) Pre-arrival
 - (b) Post arrival
 - (c) Encounter
 - (d) Metamorphosis

Group B

Q.2 Answer any 4 within 50 words each. (5×4=20)

- a) What is job analysis?
- b) Define 'industrial relations'.
- c) Explain the term 'manpower planning'.
- d) What is Emotional Intelligence?
- e) Differentiate between recruitment and selection.
- f) Discuss job description.

Group C

Q.3 Answer any 4 within in 200 words each- (10×4= 40)

- a) Discuss the major stages of training in an organization?
- b) Discuss few performance appraisal methods.
- c) What are the various steps involved in human resource planning (HRP)?
- d) What do you mean by socialization?
- e) Explain the various stages of selection process.
- f) Discuss few important leadership theories.

Group D

Q.4 Answer any 2 within 250 words each – (15×2= 30)

- a) Distinguish Human Resource Management from Personnel Management. To what extent are the differences practical?
- b) Define performance management system. Draw a line of distinction between performance appraisal and potential appraisal.
- c) Define trade union. Discuss the reasons why employees join trade unions?
- d) Explain the need and importance of training and development in organizations.