

**TERM END EXAMINATION - JUNE, 2019**  
**Diploma in Office Management (DOM)**  
**Human Resource Management & Organizational**  
**Behavior**

**Time-3 Hours**

**Full Marks-100**

*(Answer **all** questions from Group-A , any **four** questions from Group - 'B' , any **four** questions from Group - 'C' and any **two** questions from Group - 'D')*

**Group 'A'**

**Q. No. 1** *Answer all the questions, each within one or two sentences*

**Marks: 1 × 10= 10**

- a) What are primary objectives of HRM?
- b) What is an organizational change?
- c) Define job description.
- d) What does situational test evaluate?
- e) What are the determinants of a wage structure?
- f) What is socio-structural perspective of empowerment?
- g) Explain motivation function of compensation.
- h) What is reject error in selection process?
- i) Why is training important for employees?
- j) What is the Change-Agent role of an HR manager?

**Group 'B'**

**Q. No. 2** *(Answer any four questions each within 100 words)*

**Marks: 5 × 4= 20**

- a) Explain the influence of environment on personality.
- b) What is the importance of perception in work life?
- c) What are benefits of a sound compensation management system to the employer?
- d) What are positive effects of empowerment on employees?
- e) How Thematic Apperception Test (TAT) is different from Ink-Blot Test?
- f) Distinguish between Positive Reinforcement and Negative Reinforcement.

**Group 'C'**

**Q. No. 3** *(Answer any four questions, each within 200 words)*

**Marks: 10 × 4= 40**

- a) Explain different roles of an HR manager.
- b) What is classical conditioning theory of learning?
- c) Distinguish between socialization and orientation.
- d) Why is training needed in any organization?
- e) Discuss the purposes of performance management.
- f) What does an accident mean under employee's compensation act, 1923?

**Group 'D'**

**Q. No. 4** *(Answer any two questions, each within 300 words)*

**Marks: 15 × 2= 30**

- a) Explain the stages of group development.
- b) What are the different Sources of Recruitment? Explain with suitable examples.
- c) Discuss different types of participation with suitable examples.