

**Total No. of Questions : 5]**

**[Total No. of Printed Pages : 2**

**[3672]-303**

**B. B. A. ( Semester - III ) Examination - 2009**

**HUMAN RESOURCE MANAGEMENT  
AND ORGANISATIONAL BEHAVIOUR**

**(2008 Pattern)**

**Time : 3 Hours]**

**[Max. Marks : 80**

***Instructions :***

- (1) All questions are compulsory.*
  - (2) All questions carry equal marks.*
- 
- 

**Q.1)** Define Human Resource Management. Explain in detail importance and functions of HRM.

**OR**

**Q.1)** Define Human Resource Planning. Explain in detail process of Human Resource Planning.

**Q.2)** What is Performance Appraisal ? Explain modern methods of Performance Appraisal.

**OR**

**Q.2)** Which are various training methods you will use, if you are Training and Development Officer of a Multinational Company ?

**Q.3)** State and explain principles of 'Wage and Salary Administration'.

**OR**

**Q.3)** Define Organisational Behaviour. Explain scope and importance of OB.

- Q.4)** (A) Explain Kurt Lewin's Three Step Change Model.  
(B) State Causes of Resistance to Change.

**OR**

**Q.4)** What is Management Development ? Describe Management Development Process.

**Q.5)** Write short notes : **(Any Four)**

- (a) Limitations of Human Resource Management
- (b) Fringe Benefits and Employee Services
- (c) 360° Appraisal Concept
- (d) Types of Changes
- (e) Transfer and Types of Transfer
- (f) Evaluation of Training Programme