

International Islamic University Chittagong

Department of Business Administration

Final Examination Autumn-2018

Program: BBA Course Code: MGT-3604

Title: Human Resources Management

Time: 2.5 hours

Marks: 50

[Answer any **Five** of the following questions. All questions are of equal marks.

All parts of the same question must be answered serially]

1. a. What is Orientation? Describe the purposes of orientation for every new employee. 3
b. What do you mean by Training? Briefly clarify the four-step training process. 4
c. Define the concept of Training Need Assessment (TNA). How does organization conduct TNA? 3
2. a. Define performance appraisal. What is the salient feature of performance appraisal? 4
b. Develop a performance appraisal form and taking hypothetical data evaluate the performance of a manager and make necessary comments on the performance report. 6
3. a. What are the differences between coaching and mentoring? Is mentoring an issue in HRM? Explain. 4
b. What is career development? Briefly explain the roles of employer, employee, and manager in the career development process. 4
c. What are the commitment-oriented career development efforts? 2
4. a. What is compensation? What are the components of compensation? What are the factors to be considered while determining compensation? 5
b. What is a benefit? What are the components of benefits? 3
c. What are the major methods of compensation payment? 2
5. a. Define the industrial relations. State and explain the features of industrial relations in Bangladesh. 4
b. What are the symptoms of good industrial relations? Explain. 3
c. Describe the causes of grievances of employees in an industry. 3
6. a. Define the trade union with its features. Why workers decide to join unions? Explain in respect of Bangladesh. 5
b. What do you mean by Collective Bargaining (CB)? Describe the process of collective bargaining. 5
7. Write short notes on the following (any four) 2.5 x 4 10
 - a. Strategic HRM
 - b. Boycott and Secondary boycott
 - c. On-the-Job training
 - d. Forced distribution method
 - e. Distributive and cooperative bargaining
 - f. Strike and Picketing