

FIFTH SEMESTER B.Com. DEGREE EXAMINATION, NOVEMBER 2018

(CUCBCSS—UG)

Core Course

BCM 5B 09—HUMAN RESOURCE MANAGEMENT

Time : Three Hours

Maximum : 80 Marks

Part I*Answer all questions.**Each question carries 1 mark.*

(A) Choose the correct answer from the choices given. Each question carries 1 mark :

- 1 Which of the following techniques of performance appraisal is least susceptible to personal bias ?
 - (a) 360 degree appraisal system.
 - (b) Forced-Choice method.
 - (c) Ranking method.
 - (d) Check list.
- 2 On the Job training method is based on :
 - (a) Demonstration method.
 - (b) Apprenticeship training method.
 - (c) Informal training.
 - (d) All of the above.
- 3 Effective supervision is an activity of :
 - (a) Organisation function.
 - (b) Staffing function.
 - (c) Control function.
 - (d) Direction function.
- 4 Human Resource Management is normally ——— in nature.
 - (a) Proactive.
 - (b) Reactive.
 - (c) Combative.
 - (d) None of the above.
- 5 In which of the following methods are grievances ascertained at the time of employees quitting the organisation ?
 - (a) The exit interview method.
 - (b) The gripe-box system.
 - (c) The open door policy.
 - (d) Opinion surveys.

(B) Fill in the blanks :

- 6 The compensation paid during the time of lay-off is called ———.
- 7 The employees appraised based on their reaction on critical situation is ——— performance appraisal method.

Turn over

- 8 Campus selection is a _____ source of recruitment.
- 9 Traditional approach of performance appraisal is also known as _____ approach.
- 10 A written summary of knowledge skill and attitude required to perform a job is _____.
- (10 × 1 = 10 marks)

Part II

*Answer any eight questions.
Each question carries 2 marks.*

- 11 What are the objectives of HRM ?
- 12 What are the basic functions of a HR manager ?
- 13 What do you mean by recruitment ?
- 14 What do you mean by fringe benefits ?
- 15 What do you mean by Job rotation ?
- 16 What do you mean by Vestibule training ?
- 17 What is career planning ?
- 18 Write a note on absenteeism ?
- 19 What do you mean by grievance redressal ?
- 20 What is bonus ?

(8 × 2 = 16 marks)

Part III

*Answer any six questions.
Each question carries 4 marks.*

- 21 What is HRM ? What are its objectives ?
- 22 Compare and contrast HRM versus Personnel Management.
- 23 What is human resource planning ? What is its importance ?
- 24 What is recruitment ? What are the internal sources of recruitment ?
- 25 What do you mean by interview ? What are the different types of interviews ?
- 26 Explain the term training. Specify the needs for training.
- 27 Explain the traditional methods of performance appraisal.
- 28 "Selection is virtually a kind of elimination process"—Comment.

(6 × 4 = 24 marks)

Part IV

*Answer any two questions.
Each question carries 15 marks.*

- 29 Define Human Resource Management ? Explain the scope and functions of HRM.
- 30 Write an essay on Training and the various methods adopted for training.
- 31 What is employee grievance ? What are the various causes for employee grievance ? Explain the process of grievance handling.

(2 × 15 = 30 marks)