

(7 pages)

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MBA (CBCS) DEGREE EXAMINATION, APRIL 2021.

Second Semester

Business Administration – Core

HUMAN RESOURCE MANAGEMENT

(For those who joined in July 2016 and afterwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer :

1. _____ is a process to discover the sources of manpower to meet the requirements of the staffing schedule.
 - (a) Job analysis
 - (b) Job description
 - (c) Recruitment
 - (d) None of the above

2. _____ is the process of determining human requirements and the means for meeting those requirements in order to carry out the integrated plan of the organization.
- (a) Budget
 - (b) Human resource planning
 - (c) Target
 - (d) Human programme
3. _____ is a form of training taking place in a normal working situation.
- (a) on-the-job training
 - (b) off-the-job training
 - (c) Mentoring
 - (d) Simulation
4. _____ done by ranking a person on his job performance against that of another member of a competitive group by placing him as number one or two or three in total group.
- (a) Essay appraisal
 - (b) Critical incident
 - (c) Checklist
 - (d) Straight ranking method

5. _____ scheme is a plan or programme to motivate individual or group performance
- (a) Personnel (b) Recruitment
(c) Incentive (d) Performance
6. _____ is a process of determining the relative worth of the various jobs within the organization.
- (a) Job Analysis (b) Job description
(c) Recruitment (d) Job evaluation
7. The _____ procedure of the organization can affect the harmonious environment of the organization.
- (a) Participative
(b) Dispute
(c) Grievance handling
(d) Trade Unions
8. Conditions of the employment of workers are governed by
- (a) Standing orders
(b) Grievance handling procedure
(c) Conciliation
(d) Arbitration

9. Which of the following is one of the forms of grievances?
- (a) Factual
 - (b) Imaginary
 - (c) Disguised
 - (d) All of these
10. _____ is any dissatisfaction of injustice in connection with one's employment situation that is brought to the notice of the management.
- (a) Discipline
 - (b) Redress
 - (c) Amenities
 - (d) Grievance

PART B — ($5 \times 5 = 25$ marks)

Answer ALL questions, choosing either (a) or (b).

Each answer should not exceed 250 words.

11. (a) Describe the various types Interview.

Or

- (b) List out the various external sources of recruitment.

12. (a) Write a short note on the needs for training.

Or

- (b) Briefly explain the objectives of performance appraisal.

13. (a) What are the objectives of job evaluation?

Or

- (b) Give a brief note on the merits of job evaluation.

14. (a) Explain the various objectives of Industrial relations.

Or

- (b) What are the reasons for employees to join Trade Unions?

15. (a) Describe the characteristics of workers participation in management.

Or

- (b) What are the functions of works committee?

PART C — (5 × 8 = 40 marks)

Answer ALL questions, choosing either (a) or (b).

Each answer should not exceed 600 words.

16. (a) Discuss the scope of human resource management.

Or

- (b) Explain the steps in human resource planning process.

17. (a) What is training? Explain about the training process.

Or

- (b) Critically evaluate the techniques of performance appraisal.

18. (a) Elaborate the measures to improve quality of work life in an organization.

Or

- (b) What is compensation? Discuss about the various steps in the process of setting compensation of employee.

19. (a) Examine the causes of poor industrial relations and suggest some remedies for improving industrial relations.

Or

- (b) What are the characteristics of collective Bargaining? Explain in detail.
20. (a) Discuss about the forms of Worker's participation in Management.

Or

- (b) Narrate the steps in grievance handling procedure.
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