

(6 Pages)

Reg. No. :

Code No. : 20545 E Sub. Code : SMBA 63

B.B.A. (CBCS) DEGREE EXAMINATION, APRIL 2022

Sixth Semester

Business Administration — Core

HUMAN RESOURCE MANAGEMENT

(For those who joined in July 2017 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer :

1. _____ is the process of managing people in organizations in a structured and thorough manner.
- (a) Human Resource Planning
 - (b) Human Resource Management
 - (c) Human Resource Development
 - (d) All of the above

2. The characteristics of human resources are _____ in nature.
- (a) homogeneous
 - (b) heterogeneous
 - (c) ductility
 - (d) none of the above
3. _____ is viewed as process by which an organization should move from its current manpower position to its desired manpower position.
- (a) Human resource planning
 - (b) Human resource management
 - (c) Human resource development
 - (d) All of the above
4. _____ is a formal and detailed study of job.
- (a) Job enrichment
 - (b) Job evaluation
 - (c) Job classification
 - (d) Job analysis
5. _____ is a process of searching for prospective employees and stimulating them to apply for jobs.
- (a) Selection
 - (b) Induction
 - (c) Recruitment
 - (d) Orientation

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6. Which is not an advantage of external source of recruitment?
- (a) New blood (b) More competition
(c) Less expensive (d) Less partial
7. _____ is an objective assessment of an individual's performance against well-defined benchmarks.
- (a) Performance appraisal
(b) HR planning
(c) Information for goal identification
(d) None of the above
8. Movement of an employee from a low level to the higher level is _____
- (a) Transfer (b) Promotion
(c) Rotation (d) Shifting
9. What is the role of the trade-union in collective bargaining?
- (a) To protect jobs and real earnings
(b) Better conditions of work life for workers
(c) Fighting against any possible, exploitations
(d) All above

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10. The objectives of workers participation in management do not ordinary include
- (a) Promotion of collective bargaining
(b) Promotion of industrial harmony
(c) Promotion of industrial democracy
(d) Promotion of productivity

PART B — (5 × 5 = 25 marks)

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

Each answer should not exceed 250 words.

11. (a) What are objective humans resource management?
- Or
- (b) Describe the principles of humans resource management.
12. (a) State the factors affecting manpower planning.
- Or
- (b) What are the uses of job analysis?

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13. (a) What are the merits and demerits of internal source of recruitment?

Or

- (b) Describe the process of conducting interview.

14. (a) List out the importance of performance appraisal.

Or

- (b) What are the promotion criteria?

15. (a) What is industrial relations? Describe its significance.

Or

- (b) Write a short note on collective bargaining.

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 functions of HRM.

Or

- (b) Narrate the characteristics of humans resource management.

17. (a) Elaborate the steps in process of manpower planning.

Or

- (b) Differences between job description and job specification.

18. (a) Explain the objectives and importance of training.

Or

- (b) Discuss the various sources of recruitment.

19. (a) Elaborate methods of performance evaluation.

Or

- (b) Explain the types of transfer.

20. (a) Discuss the suggestions to improve industrial relations.

Or

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

