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Reg. No. :

Code No. : 40630

Sub. Code : R 3 BA 63/
B 3 BA 63

B.B.A. (CBCS) DEGREE EXAMINATION,
APRIL 2014.

Sixth Semester

Business Administration – Main

HUMAN RESOURCE MANAGEMENT

(For those who joined in July 2008–2011)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL the questions.

Choose the correct answer.

1. Health, safety and welfare maintenance are the main function of _____
- (a) Computer manager (b) R and D manager
(c) HR manager (d) Finance manager

2. Retention of employees means
- (a) recruiting old employees
(b) calling for fresh graduates
(c) termination of unfit employees
(d) None
3. Promotion can be done based on
- (a) Merit (b) Seniority
(c) Merit and seniority (d) None of the above
4. Incentive system can be practiced based on
- (a) performance appraisal
(b) demotion
(c) job satisfaction
(d) retirement
5. Transfer
- (a) increases the authority and responsibility
(b) having the same authority and responsibility
(c) reducing the authority and responsibility
(d) none of the above



6. Absenteeism is the
 - (a) absence of employees from work without any prior notice
 - (b) absence of employees from work with prior notice
 - (c) coming to work for job satisfaction
 - (d) none of the above
7. Performance appraisal means
 - (a) evaluating job (b) evaluating men
 - (c) evaluating superior (d) evaluating manager
8. Grievance means
 - (a) distress (b) dissatisfaction
 - (c) suffering (d) all the above
9. Grievance procedure should be
 - (a) simple (b) expeditious
 - (c) time bound (d) all the above
10. Organisation structure means
 - (a) the structure of people
 - (b) the structure of company
 - (c) the position of persons in a company
 - (d) none of the above

PART B — (5 × 5 = 25 marks)

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

Each answer should not exceed 250 words.

11. (a) What is meant selection process? Discuss the steps involved in selection process.

Or

- (b) What are the personality tests?

12. (a) What are the advantages of the promotion?

Or

- (b) What do you mean by transfer? Explain.

13. (a) How will you improve industrial relations?

Or

- (b) Give two suggestion for improving industrial relations.

14. (a) What are the reasons for employees grievances?

Or

- (b) What is "Bonus"? Explain.



15. (a) What are the objectives of the personnel management?

Or

- (b) Write any two characteristics features of HRM.

PART C — (5 × 8 = 40 marks)

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

Each answer should not exceed 600 words.

16. (a) Explain the job evaluations methods in detail and its uses.

Or

- (b) Explain the tests conducted in selection process of a multinational company.

17. (a) Explain the reasons for absenteeism and employee turnover.

Or

- (b) What are the ways and means to control absenteeism and employee turnover.

18. (a) Suggest some ways and means to improve good industrial relations.

Or

- (b) Explain the role of government in maintaining good industrial relations.

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19. (a) How workers participation in management and collective bargaining helps for better industrial relations.

Or

- (b) Explain the various factors giving out to Grievances.

20. (a) How will system approach to personnel management is useful?

Or

- (b) Discuss various concepts of HRM in detail.

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