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Reg. No. : .....

Code No. : 20454 E      Sub. Code : SMCO 34

B.Com. (CBCS) DEGREE EXAMINATION,  
NOVEMBER 2019.

Third Semester

Commerce – Main

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. The process of job evaluating the relative worth of a Job is
  - (a) Job description
  - (b) Job evaluation
  - (c) Merit rating
  - (d) None of above
2. Managing, planning, organizing and directing Human Resource operations come under
  - (a) Operational function
  - (b) Managerial function
  - (c) Strategic function
  - (d) None of the above
3. Moving employee from one unit to another is
  - (a) Transfer
  - (b) Selection
  - (c) Out sourcing
  - (d) None of the above
4. Standard Time and actions required to do the Job are Judged through
  - (a) Time study
  - (b) Motion study
  - (c) Time and motion study
  - (d) None of the above
5. Who is the father of MBO concept?
  - (a) Peter Drucker
  - (b) Edwin Flippo
  - (c) Mary parker Follett
  - (d) None of the above



6. Absenteeism caused by low pay is  
(a) Social factor  
(b) Organizational factor  
(c) Personal factor  
(d) None of the above
7. Labour court is appointed by  
(a) Employer  
(b) Employee  
(c) Appropriate Government  
(d) None of the above
8. Refusal to give work to worker is  
(a) Strike (b) Boycott  
(c) Lockout (d) None of the above
9. Factories act was passed in  
(a) 1954 (b) 1948  
(c) 1950 (d) 1961
10. First officer to approach for conveying grievance is  
(a) Department Head (b) Tribunal  
(c) Supervisor (d) None of the above

PART B — (5 × 5 = 25 marks)

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

Each answer should not exceed 250 words.

11. (a) State the features of Human Resource Management.

Or

- (b) Name the five qualities of Human Resource Manager.

12. (a) Mention the factors affecting job design.

Or

- (b) What are the different types of personality test?

13. (a) What is management by objectives (MBO)?

Or

- (b) How would you measure labour turnover?

14. (a) What is Lockout?

Or

- (b) State the functions of Industrial Relation.



15. (a) State the characteristics of workers participation management.

Or

- (b) Specify the features of grievance.

PART C — (5 × 8 = 40 marks)

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

Each answer should not exceed 600 words.

16. (a) Examine the importance of Human Resource Management.

Or

- (b) Discuss the nature and characteristics of Human Resource Management.

17. (a) Discuss the various techniques for Designing Jobs.

Or

- (b) Discuss the process of Human Resource Planning.

18. (a) Examine the consequences of employee turnover.

Or

- (b) Elaborate the steps in training process.

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19. (a) Emphasise the importance of Industrial Relation.

Or

- (b) How would you prevent strike?

20. (a) What are the various levels of participation?

Or

- (b) Explain the causes of grievance.
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