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Reg. No. :

Code No. : 5536

Sub. Code : KKCM 35/
PKCM 34

M.Com./M.Com. with Computer Applications (CBCS)
DEGREE EXAMINATION, NOVEMBER 2019.

Third Semester

Commerce

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. It has been said that some of H.R departments have had a 'Chinerlla' image. What is meant by this statement?
 - (a) Influential and power
 - (b) Low status and obscure
 - (c) Bureaucratic
 - (d) Old fashioned and staid.

2. Human resources planning is not simply about meeting the demand for labour but also involves
 - (a) Redeploying the staff
 - (b) Directing line managers
 - (c) Cost associated with employing any given number of people
 - (d) Making redundancies.
3. _____ generates several documents and procedures which are very useful in the management of human resources.
 - (a) Job specification
 - (b) Job design
 - (c) Job evaluation
 - (d) Job analysis
4. Job analysis is the outcome of Job description and _____.
 - (a) Job design
 - (b) Job specification
 - (c) Job evaluation
 - (d) Job content



5. _____ is the process of increasing the knowledge and skills for doing a particular job.

- (a) Education
- (b) Training
- (c) Placement
- (d) Introduction

6. Which of the following is not a type of performance appraisal?

- (a) Appraisal manager
- (b) 45 Degree appraisal
- (c) Customer appraisal
- (d) Team based appraisal

7. The term _____ is defined as the remuneration paid to the clerical and managerial personnel employed on monthly or annual basis.

- (a) Wages
- (b) Salary
- (c) Earnings
- (d) Reward

8. The factors of salary differentials are:

- (a) Market factors
- (b) Strategy related factors
- (c) Occupational factors
- (d) All the above

9. A _____ is a sign of employee's discontent with job and its nature.

- (a) Discipline
- (b) Grievance
- (c) Collective bargaining
- (d) Dispute

10. These factors include population, religion, customs and traditions of people, race, ethnic groups, and culture of various groups of peoples.

- (a) Institutional factors
- (b) Economic factors
- (c) Technological factors
- (d) Social and cultural factors

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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 the benefits of human resources planning?

Or

- (b) Explain the strategic Human Resources Management.

12. (a) Explain the utility of job specification and employee specification in selection process.

Or

- (b) State the steps in Interview process.

13. (a) What are the essential ingredients of the management development Programme?

Or

- (b) Discuss the problems of performance appraisal.

14. (a) Explain the need for extending fringe benefits.

Or

- (b) State the objective of wage and salary administration.

15. (a) Define Industrial Relations. What are the factors affecting Industrial Relations?

Or

- (b) Explain the four important types of union structure. State the advantages and disadvantages.

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 process of Human Resources Planning.

Or

- (b) Identify and discuss the managerial and operative functions of Human Resources management.

17. (a) What are the factors affecting recruitment?

Or

- (b) Describe the types of employment interview.

18. (a) Identify and briefly describe the management development techniques.

Or

- (b) Describe the essential characteristics of an effective performance Appraisal system.



19. (a) Explain the advantages and limitations of job evaluation as a basis for fixing and revising wages and salaries.

Or

- (b) Discuss the classifications of fringe benefits in India.

20. (a) What are the objectives of Industrial Relations? Discuss the approaches to Industrial relations.

Or

- (b) Explain the functions of collective bargaining.
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