

(6 Pages)

Reg. No. :

**Code No. : 10079 E Sub. Code : SMCO 34/
AMCO34**

B.Com. (CBCS) DEGREE EXAMINATION,
NOVEMBER 2021.

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 answers :

1. The knowledge, education, skill, training and proficiency of the members in the organization refer to
 - (a) Workers
 - (b) Human Resource
 - (c) Managerial personnel
 - (d) People in the organization

2. The behavior of human resource is highly
 - (a) Predictable
 - (b) Unpredictable
 - (c) Appreciating
 - (d) Depreciating
3. Human resource planning is the process of determining
 - (a) Surplus of staff
 - (b) Shortage of staff
 - (c) Man power needs
 - (d) Job specification
4. The process of finding suitable candidates for various posts in the organization
 - (a) Recruitment
 - (b) Selection
 - (c) Transfer
 - (d) Promotion
5. The list of questions prepared well in advance with answers is
 - (a) Depth interview
 - (b) Board interview
 - (c) Structured interview
 - (d) Group interview
6. Induction training is a method of
 - (a) On the job training
 - (b) Off the job training
 - (c) Could be both
 - (d) None of these

7. The dynamic relationship between the employers and employees is highlighted through proper
 - (a) Rules
 - (b) Regulations
 - (c) Industrial relations
 - (d) Procedures
8. Measures adopted for the settlement of industrial disputes
 - (a) Conciliation
 - (b) Arbitration
 - (c) Adjudication
 - (d) All of these
9. Technique used for compromising the conflicting interest of employees and employer
 - (a) Negotiation
 - (b) Counseling
 - (c) Collective bargaining
 - (d) Bargaining
10. Collective bargaining provides scope for
 - (a) Compromise
 - (b) Settlement
 - (c) Mutual acceptance
 - (d) All of these

PART B — ($5 \times 5 = 25$ marks)

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

Each answer should not exceed 250 words.

11. (a) Write on the characteristics of HRM.

Or

- (b) What are the objectives of HRM?

12. (a) Highlight the particulars of job description.

Or

- (b) Trace the characteristics of manpower planning.

13. (a) What is the need for training employees in the organization?

Or

- (b) Discuss the features of performance appraisal.

14. (a) Why there is a necessity for trade unions in organizations?

Or

- (b) What are the causes of industrial disputes?

15. (a) What are the characteristics of collective bargaining?

Or

- (b) What are 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) Explain the function of HRM.

Or

- (b) Discuss the nature and scope of HRM.

17. (a) What are the advantages of job analysis?

Or

- (b) Elaborately discuss various sources of recruitment.

18. (a) Discuss the importance of training of employees in organizations.

Or

- (b) Bring-out the various kinds of training of employees in an organization.

19. (a) Trace the causes for poor industrial relations.

Or

(b) What are the objectives of industrial relations?

20. (a) Discuss the features and benefits of good incentive system.

Or

(b) What are the causes of industrial disputes?
