

(6 pages)

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Code No. : 5875

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M.Com. (CBCS) DEGREE EXAMINATION,  
NOVEMBER 2017.

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. The scope of HRM does not include
- (a) Retirement of employees
  - (b) Manpower planning
  - (c) Training of employees
  - (d) Maintenance of accounts

2. The traditional term used for modern HRM was

- (a) Labour relations
- (b) Personnel management
- (c) Industrial management
- (d) Industrial relations

3. Selection is \_\_\_\_\_.

- (a) Subjective
- (b) Objective
- (c) Normative
- (d) Positive

4. A job specification is one of the areas of \_\_\_\_\_.

- (a) Job analysis
- (b) Job design
- (c) Job description
- (d) Job summary

5. Which one of the following training method is on-the-job training?

- (a) Vestibule training
- (b) Lecture method
- (c) Coaching
- (d) Role playing

6. Which one of the following method of Performance Appraisal is not a Trait method?

- (a) Paired comparison method
- (b) Group appraisal
- (c) Confidential reports
- (d) Critical incident method

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7. \_\_\_\_\_ is to assess the relative worth of different jobs performed.

- (a) Job analysis      (b) Job description
- (c) Job evaluation      (d) Job design

8. Workers are paid on the basis of output is

- (a) Time wage      (b) Piece wage
- (c) Minimum wage      (d) Fair wage

9. Employee's feeling of dissatisfaction is otherwise called as

- (a) Indiscipline
- (b) Dispute
- (c) Grievance
- (d) Labour turnover

10. Which one of the following functions of HRM deals with "Collective Bargaining"?

- (a) Staffing
- (b) Forecasting
- (c) Employee-Assistance Management
- (d) Employee Relations Management

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**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 are the functions of a Human Resource Manager?

Or

(b) Write about objectives of Human Resource Management.

12. (a) List out the methods of Job Analysis.

Or

(b) Explain Job Description.

13. (a) What are the differences between Training and Development?

Or

(b) What are the characteristics of Performance Appraisal?

14. (a) List out the objectives of Job Evaluation.

Or

(b) Discuss about the objectives of wage/salary administration.

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15. (a) Explain the importance of Industrial Relations.

Or

- (b) Mention about the causes of Grievances.

PART C — (5 × 8 = 40 marks)

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

Each answer should not exceed 600 words.

16. (a) What do you mean by HRM? Explain the importance of HRM.

Or

- (b) Discuss about strategic HRM and trends in HRM.

17. (a) Explain in detail about various sources of Recruitment.

Or

- (b) Write about various types of interview and common interviewing mistakes.

18. (a) Explain the need and importance of Training.

Or

- (b) What are the different methods of Performance Appraisal? Explain.

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19. (a) Discuss the different methods of Job Evaluation.

Or

- (b) Explain the factors that determine the wage policy of an organisation.

20. (a) List out the functions of Trade Unions.

Or

- (b) Write about characteristics and objectives of Collective Bargaining.

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