

(6 pages)

Reg. No. :

Code No.: 7653

Sub. Code: ZBAM 21

M.B.A. (CBCS) DEGREE EXAMINATION,
APRIL 2023.

Second Semester

Business Administration

HUMAN RESOURCE MANAGEMENT

(For those who joined in July 2021 onwards)

Time : 3 hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer :

1. Which of the following is a key objective of accounting in human resources?
 - (a) Developing recruitment strategies
 - (b) Managing employee compensation
 - (c) Evaluating employee performance
 - (d) Improving employee engagement

2. Which of the following is NOT a benefit of conducting a human resource audit?
 - (a) Identifying areas for improvement
 - (b) Ensuring compliance with legal requirements
 - (c) Reducing recruitment costs
 - (d) Increasing employee turnover rates
3. Which of the following is the first step in the recruitment process?
 - (a) Job analysis
 - (b) interview
 - (c) Job posting
 - (d) Reference check
4. Which of the following is the final step in the selection process?
 - (a) Interview
 - (b) Reference check
 - (c) Job offer
 - (d) Background check
5. What is the purpose of human resource training?
 - (a) To reduce employee turnover
 - (b) To increase employee engagement
 - (c) To develop new skills and knowledge
 - (d) All of the above.

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6. What is the primary focus of self-development?
 - (a) Improving personal growth and development
 - (b) Enhancing work-related skills and knowledge
 - (c) Building better relationships with colleagues
 - (d) Improving organizational culture.
7. Which of the following is NOT a factor that is considered when determining a promotion decision?
 - (a) Employee performance
 - (b) Employee salary
 - (c) Employee potential
 - (d) Employee qualifications
8. Which of the following is a disadvantage of a demotion?
 - (a) It can demotivate the employee
 - (b) It can lead to motivation from other employees
 - (c) It can improve employee performance
 - (d) It is easy to implement
9. Which of the following is a legal method for employees to express their grievances?
 - (a) Strike
 - (b) Boycott
 - (c) Picketing
 - (d) Grievance procedure

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10. What is the primary goal of a trade union?
 - (a) To increase profits for management
 - (b) To negotiate better working conditions for employees
 - (c) To disrupt company operations.
 - (d) To decrease employee pay and benefits

PART B — (5 × 5 = 25 marks)

Answer ALL questions, choosing either (a) or (b).
Each answer should not exceed 250 words.

11. (a) Explain briefly the computer applications in human resource management.
Or
(b) Write a note on the evolution of human resource management.
12. (a) Define human resource planning and explain its features.
Or
(b) Explain the importance of the forecasting of human resource requirement.
13. (a) Explain how the executive development programme helps self-development.
Or
(b) Elaborate briefly the concept of knowledge management.

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14. (a) Write a note on the term promotion.

Or

- (b) Define the separation and explain its types.

15. (a) Write a note on the meaning and features of industrial relations.

Or

- (b) Write a note on causes of industrial dispute.

PART C — (5 × 8 = 40 marks)

Answer ALL questions, choosing either (a) or (b)
Each answer should not exceed 600 words.

16. (a) Define human resource management and explain its features.

Or

- (b) What do you mean by human resource accounting? Explain its methods.

17. (a) Explain the concept and process of human resource planning.

Or

- (b) What do you mean by induction program and explain its advantages.

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18. (a) Define training and explain the different methods of training.

Or

- (b) What do you mean by executive development programs and explain its importance.

19. (a) Explain the process of performance evaluation.

Or

- (b) What do you mean by control process and explain its importance?

20. (a) Explain the meaning and importance of trade union.

Or

- (b) Define industrial relations and elaborate its health and safety measures.

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