

D 51489

(Pages : 3)

Name.....

Reg. No.....

**THIRD SEMESTER (CUCBCSS—UG) DEGREE EXAMINATION
NOVEMBER 2023**

B.Com.

BCM 3C 03—HUMAN RESOURCE MANAGEMENT

(2018 Admissions)

Time : Three Hours

Maximum : 80 Marks

Part I*Answer all questions.**Each question carries 1 mark.*

I. Choose the correct answer from the following :

- 1 Which of the following provides necessary information for job evaluation ?
 - a) Job Enrichment.
 - b) Job Description.
 - c) Job Ranking.
 - d) Job Enlargement.
- 2 “Halo effect” is associated with _____.
 - a) Induction.
 - b) Recruitment.
 - c) Interview.
 - d) Aptitude test.
- 3 A plan or sketch of the job to be done is called _____.
 - a) Job appraisal.
 - b) Job enlargement.
 - c) Job design.
 - d) Job performance.
- 4 _____ is the process of familiarizing the new employees to the policies, rules and regulations of the organization.
 - a) Induction.
 - b) Vestibule training.
 - c) Learning.
 - d) Selection.
- 5 Which of the following is an advantage of internal source of recruitment ?
 - a) Motivational value.
 - b) Wide option.
 - c) Infusion of new blood.
 - d) None of these.

Turn over

II Fill in the blanks :

- 6 _____ is the process of determining manpower requirements and the means for meeting these requirements in order to carry out the integrated plan of the organization.
- 7 _____ system of payment is suitable when the quality of output is important.
- 8 Performance appraisal is also called _____.
- 9 EQ stands for _____.
- 10 _____ is the process of adding more tasks and duties to a job for widening the scope of the job.

(10 × 1 = 10 marks)

Part II (Short Answer)*Answer any **eight** questions.**Each question carries 2 marks.*

- 11 What do you mean by perquisites ?
- 12 What do you mean by checking reference in connection with the selection process ?
- 13 Explain Simulation ?
- 14 What is Incentive ?
- 15 What do you mean by negative discipline ?
- 16 What is Grievance ?
- 17 What is 360 degree appraisal ?
- 18 What you mean by industrial relation ?
- 19 What is vestibule training ?
- 20 What is Retrenchment ?

(8 × 2 = 16 marks)

Part III (Short Essay)

*Answer any six questions.
Each question carries 4 marks.*

- 21 Why it is essential to measure the performance of an employee ? Describe the factors need to consider while doing the same.
- 22 Explain in detail the model of Grievance Procedure.
- 23 Justify “Recruitment is positive and Selection is a negative process” ?
- 24 Differentiate between external and internal source of recruitment
- 25 What are the steps in the selection process ?
- 26 Explain “Hot stove rule” and its significance.
- 27 Explain the features of a good wage policy.
- 28 What is career planning ? Explain the process of career development.

(6 × 4 = 24 marks)

Part IV (Long Essay)

*Answer any two questions.
Each question carries 15 marks.*

- 29 “Money spend on Training is not an expenditure but an investment”. Elaborate the statement in the light of the benefits of training.
- 30 What are the causes of indiscipline ? Explain the features of a good disciplinary system
- 31 Explain the scope, objectives and functions of Human resource management.

(2 × 15 = 30 marks)

D 31530

(Pages : 3)

Name.....

Reg. No.....

**THIRD SEMESTER (CUCBCSS—UG) DEGREE EXAMINATION
NOVEMBER 2022**

B.Com.

BCM 3C 03—HUMAN RESOURCE MANAGEMENT

(2017—2018 Admissions)

Time : Three Hours

Maximum : 80 Marks

Part I

*Answer all questions.
Each question carries 1 mark.*

I. Choose the correct answer :

- 1 Human resource management means :
 - a) A method which an organisation collects, maintains and reports information on people and jobs.
 - b) The process of integrating the employees' needs and aspirations with organizational needs.
 - c) The process of bringing people and organisation together so that the goals of each are achieved.
 - d) The efforts to make life worth living for workers.
- 2 Off the job training method includes :
 - a) Vestibule training
 - b) Syndicate.
 - c) Sensitivity training.
 - d) All of these.
- 3 In which of the wage payment system an employee will be least interested in enhancing output :
 - a) Time rate system.
 - b) Piece rate system.
 - c) Bonus payment system.
 - d) Time cum piece rate system.
- 4 Grievance redressal, discipline, collective bargaining are _____ of HRM.
 - a) Integration function.
 - b) Procurement function.
 - c) Development function.
 - d) Behavioural function.

Turn over

- 5 _____ is the first stage in career planning.
- a) Career development. b) Career planning.
c) Self-assessment. d) None of these.

II. Fill up the blanks :

- 6 _____ is concerned with the determination of the number of personnel required in an organization.
- 7 The factual statement of the duties and responsibilities of a specific job is known as _____.
- 8 _____ is the process of imparting or increasing knowledge or skill of an employee to do a particular job.
- 9 _____ is a performance appraisal technique that involves agreement between employee and manager on goals to be achieved in a given period.
- 10 The term _____ refers to a condition in the organization where employee conducts themselves in accordance with the organizations rules and standards of acceptable behaviour.

(10 × 1 = 10 marks)

Part II (Short Answer Type)

*Answer any **eight** questions.*

Each question carries 2 marks.

- 11 What is Strategic Human Resource Management ?
- 12 Define Job Specification.
- 13 What do you mean by compensation ?
- 14 State the four advantages of External Source of Recruitment.
- 15 Write a note on Vestibule training.
- 16 Why human resource planning is important ?
- 17 What is career planning ?
- 18 What is Induction Programme ?
- 19 Describe the term Performance Appraisal.
- 20 What is meant by incentives ?

(8 × 2 = 16 marks)

Part III (Short Essay Type)

*Answer any six questions.
Each question carries 4 marks.*

- 21 Discuss the different types of selection tests.
- 22 What are the importance of performance appraisal system ?
- 23 Explain the factors effecting Human Resource Planning.
- 24 "Selection is virtually a kind of elimination process". Comment.
- 25 An effective grievance procedure must contain some essential characteristics". Explain.
- 26 Explain the nature of Human Resource Management.
- 27 Explain 'on-the-job' and 'off-the-job' training techniques.
- 28 What are the factors deciding compensation of employee ?

(6 × 4 = 24 mars)

Part IV (Long Essays)

*Answer any two questions.
Each question carries 15 marks.*

- 29 Briefly describe the concept of Job Analysis and explain the job analysis proccss.
- 30 "There are two sets of Human Resourse Management Functions-Managerial and Operational". Discuss these functions.
- 31 What do you mean by Recruitment ? Explain the internal and external source of recruitment.

(2 × 15 = 30 marks)

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(Pages : 3)

Name.....

Reg. No.....

**THIRD SEMESTER (CUCBCSS—UG) DEGREE EXAMINATION
NOVEMBER 2021**

B.Com.

BCM 3C 03—HUMAN RESOURCE MANAGEMENT

(2017—2018 Admissions)

Time : Three Hours

Maximum : 80 Marks

Part I*Answer all questions.**Each question carries 1 mark.*

I. Choose the correct answer :

- 1 In a wage system where employee is paid according to output is called :
 - (a) Time rate system.
 - (b) Piece rate system.
 - (c) Time cum bonus system.
 - (d) Piece cum bonus rate system.
- 2 Job factors includes :
 - (a) Suspension.
 - (b) Wages.
 - (c) Salary.
 - (d) All of these.
- 3 Under this method certain categories of abilities are defined in advance such as excellent, very good, average, poor, very poor, outstanding etc :
 - (a) Ranking method.
 - (b) Grading method.
 - (c) Paired comparison method.
 - (d) Graphic rating scale.
- 4 Any casual emoluments or profit attached to an office or position in addition to the salaries or wages is :
 - (a) Salary.
 - (b) Perquisites.
 - (c) Fringe benefits.
 - (d) Compensation.

Turn over

5 Formal appraisal of an individual's performance has begun in :

- (a) India. (b) China.
(c) USA. (d) Japan.

II. Fill in the blanks :

6 _____ is the method of elimination.

- (a) Recruitment. (b) Employment.
(c) Selection. (d) Appointment.

7 _____ is given to improve motivation and productivity among employees.

- (a) Salary. (b) Incentive wages.
(c) Fringe benefits. (d) Compensation.

8 _____ is the process of allocating tasks among its members for achieving organizational objectives.

- (a) Organizing. (b) Directing.
(c) Staffing. (d) Controlling.

9 Job _____ is a systematic and orderly process of measuring the worth of a job in relation to other jobs

- (a) Simplification. (b) Enlargement.
(c) Rotation. (d) Enrichment.

10 _____ training is an inexpensive way for employees and employers to expand skills.

- (a) Induction. (b) Transfer.
(c) Job. (d) Cross.

(10 × 1 = 10 marks)

Part II (Short Answer)

*Answer any **eight** questions.
Each question carries 2 marks.*

- 11 What does personnel management refer to ?
12 Define Development.
13 Define Human resource management.

- 14 What is job specification ?
- 15 What is career planning ?
- 16 What is Induction ?
- 17 Elucidate the term 'bonus'.
- 18 Define performance appraisal.
- 19 Explain the term 'Recruitment'.
- 20 What is meant by indiscipline ?

(8 × 2 = 16 marks)

Part III (Short Essay)

*Answer any **six** questions.
Each question carries 4 marks.*

- 21 What are the limitations of an interview ?
- 22 Differentiate between recruitment and selection ?
- 23 What are the objectives of discipline ?
- 24 What are the career planning stages or process ?
- 25 Explain the significance of career development.
- 26 Which are the five functional areas of human resource management ?
- 27 What are the various modes of compensation ?
- 28 What are the factors affecting salary and wages administration ?

(6 × 4 = 24 marks)

Part IV (Long Essay)

*Answer any **two** questions.
Each question carries 15 marks.*

- 29 Describe the various forecasting techniques and how these techniques are being used in human resource planning.
- 30 Explain various types of tests used in the selection process and the rules of good testing.
- 31 What are the methods generally available to an organization for making wage payments ? Discuss their suitability together with their merits and demerits.

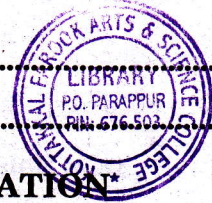
(2 × 15 = 30 marks)

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(Pages : 3)

Name.....

Reg. No.....



**THIRD SEMESTER (CUCBCSS—UG) DEGREE EXAMINATION
NOVEMBER 2020**

B.Com.

BCM 3C 03—HUMAN RESOURCE MANAGEMENT

(2017 Admissions)

Time : Three Hours

Maximum : 80 Marks

Part A

Answer all questions.

Each question carries 1 mark.

1. _____ is a voluntary separation initiated by employee himself.
2. The lateral or vertical movement of an employee in the organization is called _____.
3. _____ is an attempt to predict an organizations future demand for employees.
4. ESOP stands for _____.
5. _____ is the process of determining what the content of a training programme should be on the basis of study of task and duties involved in the job.
6. Application blank :
 - (a) Job analysis.
 - (b) Job appraisal.
 - (c) Selection process.
 - (d) None.
7. Demotion :
 - (a) Upward movement.
 - (b) Downward movement.
 - (c) Promotion process.
 - (d) None.
8. It is a part of performance management :
 - (a) Placement.
 - (b) Selection.
 - (c) Compensation.
 - (d) Performance Appraisal.
9. Which of the following is not offered in a job analysis ?
 - (a) Performance appraisal.
 - (b) Working condition.
 - (c) Job evaluation.
 - (d) Job specification.

Turn over

10. Security of employment :

- (a) Halsay Plan. (b) Trade Union.
(c) Manpower planning. (d) None.

(10 × 1 = 10 marks)

Part B

*Answer any eight questions.
Each question carries 2 marks.*

11. What is ESOP ?
12. What are different forms of grievances ?
13. What is Positive discipline ?
14. What is Negative discipline ?
15. What do you understand by Red Hot Stove Rule ?
16. Explain Career Planning ?
17. What do you understand by employee referrals ?
18. What is Job Specification ?
19. Explain job evaluation ?
20. What is the role of HR manager in an organization ?

(8 × 2 = 16 marks)

Part C

*Answer any six questions.
Each question carries 4 marks.*

21. Explain the term Training needs Assessment.
22. What are the purposes of internal mobility ?
23. What is Induction and what are its objectives ?
24. What are the needs of training ?
25. Explain the process of Career Planning.
26. What are the external sources of recruitment ?

27. Define HRM, outline its features clearly.
28. What is promotion ; explain its relative merits and demerits ?

(6 × 4 = 24 marks)

Part D

Answer any two questions.

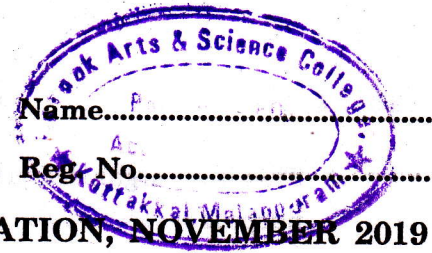
Each question carries 15 marks.

29. Briefly outline the steps involved in conducting training programme in the systematic way.
30. Discuss the model grievance procedures that are applicable in India. What are the essential pre-requisites of grievance procedure ?
31. Explain the steps involved in job analysis.

(2 × 15 = 30 marks)

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(Pages : 3)



THIRD SEMESTER B.Com./B.B.A. DEGREE EXAMINATION, NOVEMBER 2019

(CUCBCSS—UG)

B.Com./B.Com. Vocational

BCM 3C 03—HUMAN RESOURCE MANAGEMENT

(2017 Admissions)

Time : Three Hours

Maximum : 80 Marks

Part I

Answer all questions.

Each question carries 1 mark.

I. Choose the correct answer :

- 1 Under this method of job analysis the materials and equipment used, the working conditions and probable hazards, and an understanding of what the work involves are the facts which should be known by an analyst :
 - (a) Maintenance of Long Records.
 - (b) Critical Incidents.
 - (c) Personal Observation.
 - (d) Sending out of Questionnaires:
- 2 A technical term used when employees working elsewhere are attracted to join organisations. The organisations are always on the lookout for qualified professionals, and are willing to offer them a better deal if they make the switch :
 - (a) Raiding.
 - (b) Telecasting.
 - (c) Labour contracting.
 - (d) Outsourcing.
- 3 This test aims at testing the mental capacity of a person with respect to reasoning, word fluency, numbers, memory, comprehension, picture arrangement, etc. It measures the ability to grasp, understand and to make judgement :
 - (a) Aptitude Tests.
 - (b) Achievement Tests.
 - (c) Intelligence Tests.
 - (d) Interest Tests.

Turn over

4 This is an organised activity for increasing the knowledge and skills of people for a definite purpose :

- (a) Punishment. (b) Selection.
(c) Recruitment. (d) Training.

5 This is the process of assessing the performance or progress of an employee, or a group of employees on the given job, as well as his potential for future development :

- (a) Job evaluation. (b) Performance appraisal.
(c) Testing. (d) Career development.

II. Fill up the blanks :

6 _____ means something, such as money, given or received as payment for service.

7 _____ is a system of wage payment under it a minimum weekly wage is guaranteed for a full weeks' work, with an alternative piece-rate determined by the rate fixed on the assumption that the worker would put enough effort to earn his minimum wage.

8 _____ are monetary benefits paid to workmen in lieu of their outstanding performance.

9 _____ is plan which minimum wages are guaranteed given to worker at the ordinary rate for the time taken to complete the work and Bonus is that proportion of the wages of the time taken which the time saved bears to the standard time allowed.

10 _____ is the force that prompts an individual or a group to observe the rules, regulations and procedures which are deemed to be necessary to the attainment of an objective; it is force or fear of force which restrain an individual or a group from doing things which are deemed to be destructive of group objectives.

(10 × 1 = 10 marks)

Part II (Short answer)

Answer any eight questions.

Each question carries 2 marks.

- 11 Human Resource Management is a pervasive function of management. Why ?
12 Human resource planning is a double-edged weapon. Do you agree ?
13 What are the sources from which information for job analysis can be obtained ?
14 Define Job Description.
15 What do you mean by merit rating ?

- 16 What do you mean by career planning ?
- 17 What is indiscipline ?
- 18 Define grievance.
- 19 What do you mean by fringe benefits ?
- 20 Name the individual incentive systems of wage payments.

(8 × 2 = 16 marks)

Part III (Short Essay)

Answer any six questions.

Each question carries 4 marks.

- 21 State the objectives of HRM.
- 22 Distinguish between HRM and Personnel Management.
- 23 What are the major steps involved in HR Planning ?
- 24 What do you mean by induction ? What are its objectives ?
- 25 What are the factors affecting salary and wages administration ?
- 26 State the principles of discipline.
- 27 Mention the objectives of compensation planning.
- 28 State the objectives of career planning.

(6 × 4 = 24 marks)

Part IV (Long Essay)

Answer any two questions.

Each question carries 15 marks.

- 29 Define job evaluation. Mention its objectives principles and methods.
- 30 Define performance evaluation. Mention the Essentials of an Effective Performance Appraisal System, and also it's the process.
- 31 Write an essay on MBO

(2 × 15 = 30 marks)

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(Pages : 2)

Name.....

Reg. No.....

THIRD SEMESTER B.Com. DEGREE EXAMINATION, NOVEMBER 2018

(CUCBCSS—UG)

BCM 3C 03—HUMAN RESOURCE MANAGEMENT

[Common for B.Com. Vocational]

(2017 Admissions)

Time : Three Hours

Maximum : 80 Marks

Part A

Answer all the questions.

Each question carries 1 mark.

1. ESOP stands for _____.
2. _____ is what employee receives in exchange for their contribution to the organization.
3. _____ is an attempt to predict an organizations future demand for employees.
4. _____ is the process of providing trainees with information about their performance.
5. _____ is a voluntary separation initiated by employee himself.
6. Promotion :
 - (a) Upward movement.
 - (b) Downward movement.
 - (c) Promotion process.
 - (d) None.
7. Application blank :
 - (a) Job analysis.
 - (b) Job appraisal.
 - (c) Selection process.
 - (d) None.
8. The following is concerned with developing a pool of candidates in line with the human resources plan :
 - (a) Development.
 - (b) Training.
 - (c) Recruitment.
 - (d) All of the above.
9. Majority of the disputes in industries is related to the problem of :
 - (a) Wages.
 - (b) Salaries.
 - (c) Benefits.
 - (d) All of the above.
10. The basic managerial skill is :
 - (a) To Supervise.
 - (b) To Stimulate.
 - (c) To Motivate.
 - (d) All of the above.

(10 × 1 = 10 marks)

Turn over

Part B

*Answer any eight questions.
Each question carries 2 marks.*

11. What is the difference between Training and Development ?
12. What is strategic HRM ?
13. What do you understand by employee referrals ?
14. What is Job Specification ?
15. What do you mean by Human Resource Planning ?
16. Explain the concept of job evaluation.
17. What are the causes of grievances ?
18. What is Transfer ? What are the different types of transfer ?
19. Write a note on career planning.
20. What are internal sources of recruitment ?

(8 × 2 = 16 marks)

Part C

*Answer any six questions.
Each question carries 4 marks.*

21. Explain the process of Performance Appraisal.
22. Write a note on :
 - (a) Suspension.
 - (b) Dismissal.
 - (c) Red Hot Stove Rule.
23. What is Indiscipline ? What are its causes ?
24. How would you try to discover Grievances ?
25. What is Induction and what are its objectives ?
26. What are the needs of training ?
27. What are the objectives of Performance Appraisal ?
28. Explain the process of Training Evaluation.

(6 × 4 = 24 marks)

Part D

*Answer any two questions.
Each question carries 15 marks.*

29. Explain employee separation. What are the different forms of separation ?
30. What is recruitment ? What are the sources of recruitment ?
31. What is Human Resources Planning ? What are its Objectives and Importance ?

(2 × 15 = 30 marks)

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(Pages : 2)

Name.....

Reg. No.....

FIFTH SEMESTER B.Com. DEGREE EXAMINATION, NOVEMBER 2018

(CUCBCSS—UG)

Core Course

BCM 5B 09—HUMAN RESOURCE MANAGEMENT

Time : Three Hours

Maximum : 80 Marks

Part I

Answer all questions.

Each question carries 1 mark.

- (A) Choose the correct answer from the choices given. Each question carries 1 mark :
- 1 Which of the following techniques of performance appraisal is least susceptible to personal bias ?
 - (a) 360 degree appraisal system.
 - (b) Forced-Choice method.
 - (c) Ranking method.
 - (d) Check list.
 - 2 On the Job training method is based on :
 - (a) Demonstration method.
 - (b) Apprenticeship training method.
 - (c) Informal training.
 - (d) All of the above.
 - 3 Effective supervision is an activity of :
 - (a) Organisation function.
 - (b) Staffing function.
 - (c) Control function.
 - (d) Direction function.
 - 4 Human Resource Management is normally _____ in nature.
 - (a) Proactive.
 - (b) Reactive.
 - (c) Combative.
 - (d) None of the above.
 - 5 In which of the following methods are grievances ascertained at the time of employees quitting the organisation ?
 - (a) The exit interview method.
 - (b) The gripe-box system.
 - (c) The open door policy.
 - (d) Opinion surveys.
- (B) Fill in the blanks :
- 6 The compensation paid during the time of lay-off is called _____.
 - 7 The employees appraised based on their reaction on critical situation is _____ performance appraisal method.

Turn over

- 8 Campus selection is a _____ source of recruitment.
- 9 Traditional approach of performance appraisal is also known as _____ approach.
- 10 A written summary of knowledge skill and attitude required to perform a job is _____.
- (10 × 1 = 10 marks)

Part II

*Answer any eight questions.
Each question carries 2 marks.*

- 11 What are the objectives of HRM ?
- 12 What are the basic functions of a HR manager ?
- 13 What do you mean by recruitment ?
- 14 What do you mean by fringe benefits ?
- 15 What do you mean by Job rotation ?
- 16 What do you mean by Vestibule training ?
- 17 What is career planning ?
- 18 Write a note on absenteeism ?
- 19 What do you mean by grievance redressal ?
- 20 What is bonus ?

(8 × 2 = 16 marks)

Part III

*Answer any six questions.
Each question carries 4 marks.*

- 21 What is HRM ? What are its objectives ?
- 22 Compare and contrast HRM versus Personnel Management.
- 23 What is human resource planning ? What is its importance ?
- 24 What is recruitment ? What are the internal sources of recruitment ?
- 25 What do you mean by interview ? What are the different types of interviews ?
- 26 Explain the term training. Specify the needs for training.
- 27 Explain the traditional methods of performance appraisal.
- 28 "Selection is virtually a kind of elimination process"—Comment.

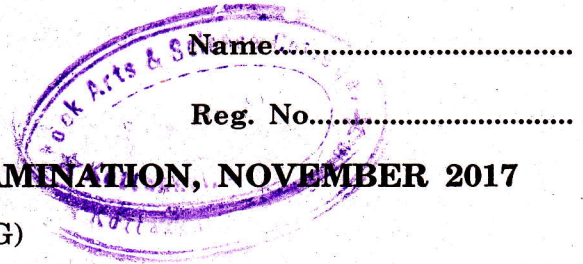
(6 × 4 = 24 marks)

Part IV

*Answer any two questions.
Each question carries 15 marks.*

- 29 Define Human Resource Management ? Explain the scope and functions of HRM.
- 30 Write an essay on Training and the various methods adopted for training.
- 31 What is employee grievance ? What are the various causes for employee grievance ? Explain the process of grievance handling.

(2 × 15 = 30 marks)

**FIFTH SEMESTER B.Com. DEGREE EXAMINATION, NOVEMBER 2017**

(CUCBCSS—UG)

BCM 5B 09—HUMAN RESOURCE MANAGEMENT

Time : Three Hours

Maximum : 80 Marks

Part A**A. Fill in the blanks :**

- 1 _____ is a decision initiated by either the employee/employer due to long leave of absence, resignation etc.
- 2 _____ is a kind of interactive session in a formal meeting where the trainees are encouraged by the trainer to participate actively.
- 3 _____ is a kind of interview conducted for finding reasons for the employee's decision to part with the organisation.
- 4 Introduction of an employee to a new job is called _____.
- 5 _____ involves a vertical expansion of a job by adding more responsibilities and freedom to it.

B. Multiple Choice :

- 6 Tests which are especially designed to assess the presence of job specific skills in an individual.
 - (a) Interest tests.
 - (b) Aptitude tests.
 - (c) Personality tests.
 - (d) Employment tests.
- 7 Upward movement of an employee from the present position to another one with increased responsibilities is :
 - (a) Demotion.
 - (b) Transfer.
 - (c) Promotion.
 - (d) Placement.
- 8 A systematic method of performance appraisal where each employee is compared with all other employees in the group one at a time :
 - (a) Paired comparison method.
 - (b) Forced distribution method.
 - (c) Checklist method.
 - (d) Critical incident method.

Turn over

- 9 A deliberate attempt for an individual to become more aware of his or her skills, interest values opportunities, choices and consequences is :
- (a) Career development. (b) HR planning.
(c) Career planning. (d) Man power planning.
- 10 Any discontent or dissatisfaction whether expressed or not arising out of anything connected with the company that an employee thinks, believes or even feels is unfair, unjust or inequitable.
- (a) Grievance. (b) Stress.
(c) Conflict. (d) None of these.

(10 × 1 = 10 marks)

Part B

Answer any eight questions.

Each question carries 2 marks.

- 11 What is job description ?
12 What is simulation ?
13 What is minimum wage ?
14 What do you mean by promotion ?
15 What is career planning ?
16 What is compensation ?
17 What is HRM ?
18 What is an unstructured interview ?
19 What are case studies ?
20 What are casual applications ?

(8 × 2 = 16 marks)

Part C

Answer any six questions.

Each question carries 4 marks.

- 21 What are the different types of interview in an organization ?
22 What are the objectives of Human Resource Planning ?
23 Which are the sources of recruitment ?

- 24 Explain the approaches to job evaluation.
- 25 Describe the objectives of compensation planning.
- 26 Describe the process of executive development.
- 27 What is the need and importance of training ?
- 28 Discuss the various stages in selection process.

(6 × 4 = 24 marks)

Part D

*Answer any two questions.
Each question carries 15 marks.*

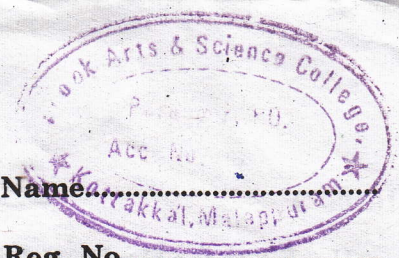
- 29 Discuss the scope and importance of HRM ?
- 30 Explain the techniques of training in organisation.
- 31 Explain the various methods of performance appraisal in an organization ?

(2 × 15 = 30 marks)

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(Pages : 3)

Name.....
Reg. No.....



**FIFTH SEMESTER B.Com. DEGREE (SUPPLEMENTARY) EXAMINATION
NOVEMBER 2017**

(UG—CCSS)

BC 5D 02—HUMAN RESOURCE MANAGEMENT

Time : Three Hours

Maximum : 30 Weightage

Section A

This section consists of three bunches of four questions.

Each bunch carries a weightage of 1.

Answer all the questions.

I. Choose the most appropriate answers from the following :

1 Which of the following HR function is the basic element of recruitment ?

- (a) Attract the job applicants for the particular post.
- (b) Select the best one among all applicants.
- (c) Train the people as per organizational requirements.
- (d) Fire the non-performing employees.

2 Evaluation of training program is conducted :

- (a) At the initial stage while design a training.
- (b) Prior to need assessment phase.
- (c) Parallel to design a training content.
- (d) At the last stage of training.

3 Which of the following defines the process of 'Recruitment' ?

- (a) Forecasting the demand of human resources.
- (b) Forecasting the supply of human resources.
- (c) Discovering potential job candidates for a particular position.
- (d) Making a "hire" or "no hire" decisions.

4 How often HR planning process is implemented within an organization?

- (a) Continuously.
- (b) Annually.
- (c) Bi-annually.
- (d) Quarterly.

Turn over

II. Fill in the blanks with appropriate words :

- 5 HR department maintains _____ records.
- 6 Asking probing and open-ended questions is a feature of _____ interview.
- 7 "Ongoing process of evaluating and managing both the behaviour and outcomes in the workplace" is known as _____.
- 8 The first formal stage of the disciplinary procedure is _____.

III. Answer the following questions in a single word :

- 9 Expand BARS.
- 10 Name the American who is known as the 'founder of modern management'.
- 11 Mention the famous theory enunciated by Abraham Maslow.
- 12 Is it true to believe that hard and soft HRM are related with hardware and software ?

(12 × ¼ = 3 weightage)

Section B

IV. Answer *all* the questions. Each question carries 1 weightage :

- 13 What do you mean by formal induction programme ?
- 14 What do you mean by grievance ?
- 15 Explain fringe benefits.
- 16 What do you mean by recruitment ?
- 17 What is absenteeism ?
- 18 What do you understand by the term 'discipline' ?
- 19 Clarify the term 'demotion'
- 20 What is human resource procurement ?
- 21 Explain piece rate wage system.

(9 × 1 = 9 weightage)

Section C

V. Answer any *five* questions from the following. Each question carries a weightage of 2 :

- 22 What are the merits and demerits of external sources of recruitment ?
- 23 Explain the characteristics of performance appraisal.

- 24 Explain MC Gregor's Hot Stove Rule.
- 25 What are the steps involved in the career development process ?
- 26 Explain the process involved in MBO.
- 27 Discuss the importance of training.
- 28 What are the objectives of human resource development ?

(5 × 2 = 10 weightage)

Section D

VI. Answer any *two* questions. Each question carries a weightage of 4 :

- 29 Explain the concept and functions of Human Resource Management.
- 30 What do you mean by selection ? Explain the steps involved.
- 31 What are the limitations of performance appraisal ?

(2 × 4 = 8 weightage)

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(Pages : 2)

Name.....

Reg. No.....

FIFTH SEMESTER B.Com. DEGREE EXAMINATION, NOVEMBER 2016

(CUCBCSS—UG)

BCM 5B 09—HUMAN RESOURCE MANAGEMENT

Time : Three Hours

Maximum : 80 Marks

Part I

*Answer all questions.
Each question carries 1 mark.*

A. Choose the correct answer from the choices given :

- 1 The basic drivers that give the urge to take up a certain career is called :
 - (a) Career goals.
 - (b) Career anchors.
 - (c) Career paths.
 - (d) Career guide.
- 2 The objective of executive development is enhancing :
 - (a) Thinking skill.
 - (b) Job skill.
 - (c) Managerial skill.
 - (d) Decision making skill.
- 3 The method used in government organizations to appraise the employees :
 - (a) Ranking method.
 - (b) Grading method.
 - (c) Paired comparison method
 - (d) Confidential report.
- 4 The process of increasing the knowledge and skills of an employee for doing a particular job is :
 - (a) Development.
 - (b) Education.
 - (c) Training.
 - (d) Induction.
- 5 The consideration for wage payment is :
 - (a) External equity.
 - (b) Ability to pay.
 - (c) Statutory regulation.
 - (d) All of these.

B. Fill in the blanks :

- 6 _____ is the process that reduces the number of employees working in an organisation.
- 7 _____ is the process of collecting information about a job.
- 8 The payment of wages on the basis of number of items produced is called _____.
- 9 _____ is a statement which describes the minimum qualities required to perform a job.
- 10 The downward movement of an employee in the organisational hierarchy with lower ranks and pay is called _____.

(10 × 1 = 10 marks)

Turn over

Part II

*Answer any eight questions.
Each question carries 2 marks.*

- 11 What do you mean by maintenance of employees ?
- 12 Define HRM.
- 13 What is ergonomics ?
- 14 What is sensitivity training ?
- 15 Distinguish between wage and salary.
- 16 What is BARS ?
- 17 What do you mean by incentives ?
- 18 What is job enlargement ?
- 19 What do you mean by HRD ?
- 20 What do you mean by MBO ?

(8 × 2 = 16 marks)

Part III

*Answer any six questions.
Each question carries 4 marks.*

- 21 Explain the process of executive development programme.
- 22 What are the objectives of human resources management ?
- 23 What are the essentials of a sound wage and salary structure ?
- 24 How can the effectiveness of a training programme be evaluated ?
- 25 Explain the techniques used for job analysis.
- 26 What are the problems in performance appraisal ?
- 27 What are the causes of employee grievances ?
- 28 What are the sources of recruitment ?

(6 × 4 = 24 marks)

Part IV

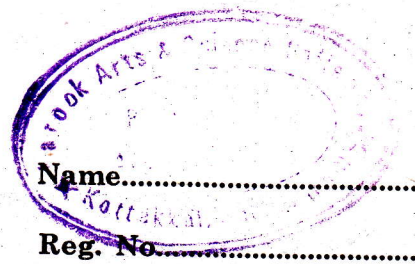
*Answer any two questions.
Each question carries 15 marks.*

- 29 Explain the process of manpower planning.
- 30 Explain various methods of training employees in an organization.
- 31 What is meant by the term career ? Outline the process of career planning clearly.

(2 × 15 = 30 marks)

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(Pages : 2)



**FIFTH SEMESTER B.B.A. DEGREE (SUPPLEMENTARY/IMPROVEMENT)
EXAMINATION, NOVEMBER 2016**

(UG—CCSS)

BB VB 11—HUMAN RESOURCE MANAGEMENT

Time : Three Hours

Maximum : 30 Weightage

Part A

*Answer all twelve questions.
Each question carries ¼ weightage.*

I. Fill in the blanks :

- 1 Explain WAB.
- 2 Workmen's Compensation Act was passed in the year _____.
- 3 _____ is composed of the societal forces affecting the values, beliefs and actions of a distinct group of people.
- 4 _____ is that wage which must be paid whether the company earns any profit or not.

II. Choose the correct answer from the brackets :

- | | |
|-------------------------|----------------------------------|
| 5 Job description | (a) 1948. |
| 6 H.R environment | (b) Determining manpower. |
| 7 The minimum wages act | (c) Duties and responsibilities. |
| 8 Manpower planning | (d) Economic factors. |

III. State True or False :

- 9 Former employees is an external source of recruitment.
- 10 Factories Act 1948.
- 11 Job analysis is a systematic process of determining the worth of a job.
- 12 A career is a sequence of positions held by a person during the course of his life time.

(12 × ¼ = 3 weightage)

Part B

Answer the following in one or two sentences each.

Answer all questions.

Each question carries 1 weightage.

- 13 What is job analysis ?
- 14 What is Labour Turnover ?
- 15 What is placement ?
- 16 What is job offer ?

Turn over

- 17 What is Stress interview ?
- 18 What is recruitment ?
- 19 Define Human Resource Management ?
- 20 Compare Job evaluation and Performance Appraisal ?
- 21 What is Promotion ?

(9 × 1 = 9 weightage)

Part C (Short Essay or Paragraph)

Answer any five questions.

Each question carries 2 weightage.

- 22 Explain the objectives of Human Resource Management ?
- 23 What is career planning ? Discuss the objectives.
- 24 What is promotion ? Explain the basic characteristics of a sound promotion policy.
- 25 What are the factors affecting wage policy ?
- 26 Explain in brief the steps involved in selection procedure ?
- 27 What is meant by manpower planning ?
- 28 Explain Job rotation ?

(5 × 2 = 10 weightage)

Part D (Essay Questions)

Answer any two questions.

Each question carries 4 weightage.

- 29 Discuss the functions of Human Resource Management ?
- 30 Describe the methods of Performance Appraisal ?
- 31 What is training ? Describe the various methods used for training of workers ?

(2 × 4 = 8 weightage)