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(Pages : 3)

Name.....

Reg. No.....

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

B.B.A.

BBA 3B 04—HUMAN RESOURCE MANAGEMENT

(2018 Admissions)

Time : Three Hours

Maximum : 80 Marks

**Part I (Objective Questions)***Answer all **ten** questions.**Each question carries 1 mark.*

Choose the correct answer :

1. Human Resource Management involves \_\_\_\_\_.
  - (a) Employee training.
  - (b) Industrial relation.
  - (c) Remuneration.
  - (d) All of these.
2. Shifting of an employee from one job to another without special reference to changes in responsibility or compensation is known as \_\_\_\_\_.
  - (a) Transfer.
  - (b) Promotion.
  - (c) Demotion.
  - (d) None of the above.
3. \_\_\_\_\_ helps the employees acquainted with jobs and also to increase their aptitudes and skills and knowledge.
  - (a) Orientation.
  - (b) Training.
  - (c) Recruitment.
  - (d) Selection.
4. \_\_\_\_\_ simply means the shifting of an employee from one job to another without any change in the nature of the job.
  - (a) Job rotation.
  - (b) Job simplification.
  - (c) Job enlargement.
  - (d) Job enrichment.

**Turn over**

5. \_\_\_\_\_ introduced the concept of MBO.
- (a) Henri Fayol. (b) Michael Porter.  
(c) Peter .F.Drucker. (d) FW Taylor.
6. The introduction of the new employee to the job is known as \_\_\_\_\_.
7. \_\_\_\_\_ is a process of assigning a specific job to each of the selected candidates.
8. \_\_\_\_\_ means the growth of an employee in all respects and it shapes attitudes.
9. \_\_\_\_\_ system is the oldest and the simplest form of wage-fixing.
10. \_\_\_\_\_ is concerned with planning the future manpower requirements of the organization.

(10 × 1 = 10 marks)

### Part II (Short Answer Questions)

Answer any **eight** questions out of the ten questions in two **or** three sentences.  
Each question carries 2 marks.

11. List out any *four* objectives of human resource planning.
12. What do you mean by MBO ?
13. What is meant by job analysis ?
14. What do you mean by fringe benefits ?
15. What do you mean by strategic human resource management ?
16. What is meant by a piece-rate wage system ?
17. What do you mean by recruitment ?
18. List out any *two* differences between Human Resource Management and Personnel Management.
19. What do you mean by placement ?
20. What is job rotation ?

(8 × 2 = 16 marks)

### Part III (Short Essay Questions)

Answer any **six** questions out of the eight questions in about 200 words.  
Each question carries 4 marks.

21. Explain the various characteristics or features of Human Resource Management.
22. List out the contents of the job description.

23. What are the various uses of performance appraisal ?
24. List out any *four* merits and demerits of internal sources of recruitment.
25. What are the essentials of a good grievance handling procedure ?
26. Distinguish between Traditional HRM and Strategic HRM.
27. What do you mean by career planning ? List out the objectives or aims of career planning.
28. List out any *four* merits and demerits of the time rate wage system.

(6 × 4 = 24 marks)

#### **Part IV (Essay Questions)**

*Answer any **two** out of the three questions in about 800 words.*

*Each question carries 15 marks.*

29. Define Human Resource Management. Explain the various objectives of Human Resource Management.
30. What is Compensation ? List out the objectives of compensation planning. Also, explain the various modes of compensation.
31. What do you mean by training ? Explain the various methods of training.

(2 × 15 = 30 marks)

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(Pages : 3)

Name.....

Reg. No.....

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

B.B.A.

BBA IIIB 04—HUMAN RESOURCE MANAGEMENT

(2015—2018 Admissions)

Time : Three Hours

Maximum : 80 Marks

**Part A (Objective Questions)**

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

Choose the correct answer :

1. Job \_\_\_\_\_ is a systematic and orderly process of measuring the worth of job in relation to other jobs.
  - a) Job evaluation.
  - b) Job description.
  - c) Job specification.
  - d) None of these.
2. The term \_\_\_\_\_ refers to a condition in the organisation where employee conducts himself in accordance with the organisation's rules and standards of acceptable behaviour.
  - a) Grievance.
  - b) Conflict.
  - c) Discipline.
  - d) None of these.
3. Under this system, worker is paid on the basis of time spent by him on the job :
  - a) Incentive.
  - b) Time wage.
  - c) Piece wage.
  - d) None of these.
4. \_\_\_\_\_ plan is a simple combination of time and piece rate system.
  - a) Rowan.
  - b) Emerson.
  - c) Halsey.
  - d) None of these.
5. \_\_\_\_\_ management consists of formation and implementation of policies and programmes related to wages, salary, and other forms of employee's compensation.
  - a) Compensation.
  - b) Wages.
  - c) Salary.
  - d) None of these.

**Turn over**

Fill in the blanks :

6. \_\_\_\_\_ is the process of enhancing the knowledge, skills and abilities of employees.
7. \_\_\_\_\_ is a sequence of jobs or positions held by an individual during his life time.
8. \_\_\_\_\_ is an ongoing process of setting goals and finding out means to achieve them.
9. Performance evaluation is done by the \_\_\_\_\_.
10. \_\_\_\_\_ are the remuneration to employees for their work.

(10 × 1 = 10 marks)

### Part B (Short Answer Questions)

Answer any **eight** out of the ten questions in two **or** three sentences  
Each question carries 2 marks.

11. What is Training ?
12. Define job analysis.
13. Define human resource planning.
14. Define Placement.
15. Define strategic human resource management.
16. What is meant by discipline ?
17. Define Induction.
18. Define job specification.
19. Define Grievance.
20. Define personnel management.

(8 × 2 = 16 marks)

### Part C (Short Essay Questions)

Answer any **six** out of the eight questions in about 200 words.  
Each question carries 4 marks.

21. What are the uses of job analysis ?
22. What are the features of human resource planning ?
23. Explain the scope of human resource management.
24. Briefly explain the criteria for evaluation of training.

25. What are the steps in career development ?
26. Explain the process of job analysis.
27. What are the essentials of a good grievance procedure ?
28. Explain the approaches to the human resource management.

(6 × 4 = 24 marks)

**Part D (Essay Questions)**

*Answer any two out of the three questions in about 800 words.*

*Each question carries 15 marks.*

29. Define performance appraisal. Explain the need and importance of performance appraisal.
30. Define Recruitment. What are the sources of recruitment in business firm ?
31. What is human resource management ? Explain the scope of human resource management.

(2 × 15 = 30 marks)

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Name.....

Reg. No.....

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

B.B.A.

BBA IIIB 04—HUMAN RESOURCE MANAGEMENT

(2015 Admissions)

Time : Three Hours

Maximum : 80 Marks

**Part A (Objective Questions)**

*Answer all ten questions.*

*Each question carries 1 mark.*

1. Under \_\_\_\_\_ employees are used for the multiple mutual benefits of the organisation, employees and their family members.
  - a) Human resource management.
  - b) Personnel management.
  - c) Functional management.
  - d) Performance management.
2. Which is a continuous process of human resources management ?
  - a) Pricing.
  - b) Recruitment.
  - c) Job.
  - d) Valuation.
3. Bonus comes under the category of \_\_\_\_\_.
  - a) Wages.
  - b) Allowances.
  - c) Incentives.
  - d) Fringe benefits.
4. The process of estimating manpower requirements is called \_\_\_\_\_.
  - a) Human resource management.
  - b) Human resource planning.
  - c) Human resource policy.
  - d) Human resource control.

**Turn over**



**Part C (Short Essay Questions)**

*Answer any six out of the eight questions in about 200 words.*

*Each question carries 4 marks.*

21. Discuss the process of management by objectives.
22. What are the characteristics of performance appraisal ?
23. What are the differences between traditional human resource management and Strategic Human Resource Management ?
24. What are the objectives of training ?
25. What are the aims and objectives of discipline ?
26. What are the demerits of external source of recruitment ?
27. What are the objectives of career planning ?
28. What are the basic principles of a sound grievance handling procedure ?

(6 × 4 = 24 marks)

**Part D (Essay Questions)**

*Answer any two out of the three questions in about 800 words.*

*Each question carries 15 marks.*

29. Discuss the factors influencing wage system.
30. Explain the need and importance of performance appraisal.
31. Explain the objectives of Human Resource Management.

(2 × 15 = 30 marks)

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(Pages : 2)

Name.....

Reg. No.....



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

(CUCBCSS—UG)

B.B.A.

**BBA IIIB 04—HUMAN RESOURCE MANAGEMENT**

(2015 Admissions)

Time : Three Hours

Maximum : 80 Marks

**Part I**

*Answer all questions.*

1. The outcome of Job analysis are Job description and \_\_\_\_\_.
  - a) Job enrichment.
  - b) Job specification.
  - c) Job enlargement.
  - d) None of the above.
2. The enriched name of Personnel Management is \_\_\_\_\_.
  - a) Human resource Management.
  - b) Human resource Development.
  - c) Man power planning.
  - d) None of the above.
3. \_\_\_\_\_ is the act of increasing the knowledge & skill of an employee for doing a particular job.
  - a) Selection.
  - b) Development.
  - c) Training.
  - d) None of the above.
4. \_\_\_\_\_ is a systematic evaluation of individual with respect to his performance on the job & his potential for development.
  - a) Job analysis.
  - b) Job Evaluation.
  - c) Performance appraisal.
  - d) Career Planning.
5. \_\_\_\_\_ is an organized factual statement of job contents in the form of duties and responsibilities of a specific job.
  - a) Job Description.
  - b) Job Specification.
  - c) Job rotation.
  - d) None of the above.
6. Manpower Planning is a sub-system in the \_\_\_\_\_.
7. HRM focuses on business needs while personnel management focuses on \_\_\_\_\_.

**Turn over**

8. HRM refers to a set of programmes, functions and activities designed and carried out in order to maximize both employee and organizational \_\_\_\_\_.
9. Employee referrals is a source of \_\_\_\_\_ recruitment
10. Major components of training include skills, education and \_\_\_\_\_.

(10 × 1 = 10 marks)

### Part II (Short Answer Questions)

*Answer any eight questions.*

11. What is manpower planning ?
12. What do you understand by selection ?
13. What is group interview ?
14. What are the functions of HR Department ?
15. What do you mean by Ergonomics ?
16. What is meant by succession planning ?
17. What are fringe benefits ?
18. What is meant by Grievance ?
19. Explain the term "Living wage".
20. What is bonus ?

(8 × 2 = 16 marks)

### Part III (Short Essays)

*Answer any six questions.*

21. Describe the benefits of training to an organisation.
22. Distinguish between Training and Development.
23. Discuss the steps in manpower Planning.
24. Describe the functions of HRM.
25. Explain the methods of job evaluation.
26. Describe the Grievance redressal Procedure.
27. What is promotion ? What are the characteristics of a sound Promotion policy ?
28. What is career planning ? What are the steps in career planning ?

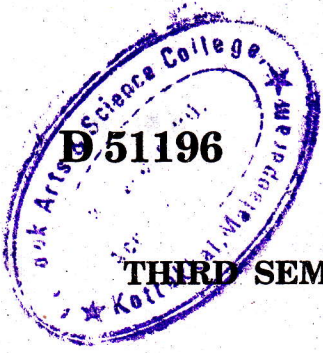
(6 × 4 = 24 marks)

### Part IV (Long Essays)

*Answer any two questions.*

29. Explain the methods of training with their benefits and limitations.
30. Discuss the various performance appraisal methods.
31. What is compensation ? What are the factors influencing compensation ?

(2 × 15 = 30 marks)



(Pages : 2)

Name.....

Reg. No.....

**THIRD SEMESTER B.B.A. DEGREE EXAMINATION, NOVEMBER 2018**

(CUCBCSS—UG)

**BBA III B 04—HUMAN RESOURCE MANAGEMENT**

(2015 Admissions)

Time : Three Hours

Maximum : 80 Marks

**Part A (Objective Questions)**

*Answer all ten questions.*

Choose the correct answer :

1. Which one of the following does not include under the functions of Human Resource Management ?
  - (a) Planning.
  - (b) Organising.
  - (c) Recruitment.
  - (d) Profitability.
2. Compensation management consists of \_\_\_\_\_.
  - (a) Job evaluation.
  - (b) Wages and salary administration.
  - (c) Fringe benefits.
  - (d) All of the above.
3. Which among the following is the simple form of penalty for indiscipline ?
  - (a) Transfer.
  - (b) Warning.
  - (c) Suspension.
  - (d) Dismissal.
4. The performance evaluation is done by the \_\_\_\_\_.
  - (a) Employee.
  - (b) Employer.
  - (c) Third party.
  - (d) None of these.
5. The process of assessing the effectiveness of training is called \_\_\_\_\_.
  - (a) Training programme.
  - (b) Training plan.
  - (c) Training evaluation.
  - (d) Training method.

Fill in the blanks :

6. \_\_\_\_\_ is the first main operative function of personnel management.
7. Human resource management functions include managerial functions and \_\_\_\_\_ functions.
8. \_\_\_\_\_ is the process of searching manpower requirements by an organisation.
9. Performance evaluation is done by the \_\_\_\_\_.
10. \_\_\_\_\_ is an ongoing process of setting goals and finding out means to achieve them.

(10 × 1 = 10 marks)

**Turn over**

**Part B (Short Answer Questions)**

*Answer any eight out of the ten questions in two or three sentences.*

11. Define Job Analysis.
12. Define performance appraisal.
13. What is training ?
14. What is job evaluation ?
15. What is meant by grievance ?
16. What is human resource planning ?
17. Define Personnel Management.
18. What is placement ?
19. What do you mean by strategic human resource management ?
20. What is meant by discipline ?

(8 × 2 = 16 marks)

**Part C (Short Essay Questions)**

*Answer any six out of the eight questions in about 200 words.*

21. What is the importance of human resource management ?
22. Discuss the significance of placement.
23. What are the sources of grievances ?
24. What are the objectives of job evaluation ?
25. What are the differences between recruitment and selection ?
26. What are the essential characteristics of management by objectives ?
27. What are the objectives of human resource planning ?
28. What are the objectives of induction ?

(6 × 4 = 24 marks)

**Part D (Essay Questions)**

*Answer any two out of the three questions in about 800 words.*

29. Explain the sources of recruitment.
30. Discuss the different methods of training.
31. Explain the methods of performance appraisal.

(2 × 15 = 30 marks)

**THIRD SEMESTER B.B.A. DEGREE EXAMINATION, NOVEMBER 2017**

(CUCBCSS—UG)

Core Course

**BBA III B 04—HUMAN RESOURCE MANAGEMENT**

(2015 Admission Onwards)

Time : Three Hours

Maximum : 80 Marks

**Part I (Objective Questions)***Answer all ten questions.**Choose the correct answer.*

1. \_\_\_\_\_ is a detailed and systematic study of jobs to know the nature and characteristics of the people to be employed in different kinds of jobs.
  - (a) Job analysis.
  - (b) Job description.
  - (c) Job enrichment.
  - (d) Job evaluation.
2. \_\_\_\_\_ is a statement which shows the maximum acceptable human qualities necessary to perform a job satisfactorily.
  - (a) Job evaluation.
  - (b) Job description.
  - (c) Job specification.
  - (d) None of these.
3. Job \_\_\_\_\_ simply means the shifting of an employee from one job to another without any change of job.
  - (a) Simplification.
  - (b) Enlargement.
  - (c) Rotation.
  - (d) Enrichment.
4. \_\_\_\_\_ is the process of searching for prospective employees and stimulating them to apply for jobs in the organisation.
  - (a) Induction.
  - (b) Selection.
  - (c) Placement.
  - (d) Recruitment.
5. \_\_\_\_\_ is the process of choosing the most suitable persons from all the applicants.
  - (a) Induction.
  - (b) Selection.
  - (c) Placement.
  - (d) Recruitment.

**Turn over**

Fill in the blanks :

6. \_\_\_\_\_ management is concerned with peoples' dimension in organisations.
7. \_\_\_\_\_ is a function of management which is connected with instructing, guiding and inspiring people in the organisation to achieve its objectives.
8. \_\_\_\_\_ is the process of allocating tasks among its members for achieving organisational objectives.
9. \_\_\_\_\_ is the process of introducing a selected employee to organisation.
10. Placement is the assignment of \_\_\_\_\_ to a newly selected employee.

(10 × 1 = 10 marks)

### Part II (Short Answer Questions)

Answer any **eight** out of the ten questions in two or three sentences.

11. Define human resource management.
12. What do you mean by induction ?
13. Define training.
14. Define performance appraisal.
15. Define job description.
16. Define recruitment.
17. What is job analysis ?
18. What do you mean by discipline ?
19. What is placement ?
20. What is meant by grievance ?

(8 × 2 = 16 marks)

### Part III (Short Essay Questions)

Answer any **six** out of the eight questions in about 200 words.

21. Briefly explain the evolution of human resource management.
22. What are the features of career planning ?
23. Distinguish between personal management and human resource management.

24. What are the objectives of job analysis ?
25. What are the methods of recruitment ?
26. Explain the significance of career development ?
27. What is the importance of job analysis ?
28. What are the problems of performance appraisal ?

(6 × 4 = 24 marks)

#### **Part IV (Essay Questions)**

*Answer any two out of the three questions in about 800 words.*

29. Define job evaluation. What are the objectives and methods of job evaluation ?
30. What are the objectives of human resource management ?
31. What are the objectives of compensation planning ?

(2 × 15 = 30 marks)

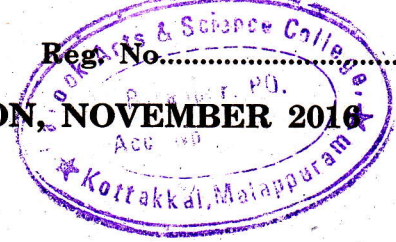
**THIRD SEMESTER B.B.A. DEGREE EXAMINATION, NOVEMBER 2016**

(CUCBCSS—UG)

Core Course

BBA III B04—HUMAN RESOURCE MANAGEMENT

(2015 Admissions)



Time : Three Hours

Maximum : 80 Marks

**Part I***Answer all questions.*

1. Is an organized factual statement of job contents in the form of duties and responsibilities of a specific job.
  - (a) Job Description.
  - (b) Job Specification.
  - (c) Job rotation.
  - (d) None of the above.
2. The enriched name of Personnel Management is \_\_\_\_\_.
  - (a) Human resource Management.
  - (b) Human resource Development.
  - (c) Man power planning.
  - (d) None of the above.
3. \_\_\_\_\_ is the act of increasing the knowledge and skill of an employee for doing a particular job.
  - (a) Selection.
  - (b) Development.
  - (c) Training.
  - (d) None of the above.
4. \_\_\_\_\_ is the process of making new employees familiar with the organisation.
  - (a) Induction.
  - (b) Training.
  - (c) Career planning.
  - (d) None of the above.
5. Wage sufficient for a worker to support himself and his family by providing the basic necessities of life is known as \_\_\_\_\_.
  - (a) Fair wage.
  - (b) Minimum wage.
  - (c) Maximum wage.
  - (d) Living wage.

**Turn over**

6. Promotion given along with increase in remuneration is \_\_\_\_\_.
7. \_\_\_\_\_ is essential to know what the job demands from its incumbent
8. Comparative evaluation approaches compare one worker's performance with his \_\_\_\_\_.
9. The outcome of job analysis are job description and \_\_\_\_\_.
10. \_\_\_\_\_ is concerned with designing and shaping jobs to fit the physical abilities and characteristics of employees

(10 × 1 = 10 marks)

### Part II (Short Answer Questions)

*Answer any eight questions.*

11. What is manpower planning ?
12. What do you understand by selection ?
13. What is group interview.
14. What are the functions of HR Department.
15. What do you mean by Ergonomics.
16. What is Job specification ?
17. What is Induction ?
18. What is career planning ?
19. What is piece rate system ?
20. What is discipline ?

(8 × 2 = 16 marks)

### Part III (Short Essays)

*Answer any six questions.*

21. Describe the benefits of training to an organisation.
22. Distinguish between Training and Development.
23. Discuss the steps in manpower Planning.
24. Describe the functions of HRM.
25. Discuss the various types of promotion.
26. What is Job analysis ? Explain the process of job analysis.
27. Explain time rate and piece rate wage systems.
28. Explain the causes of grievances ?

(6 × 4 = 24 marks)

**Part IV (Long Essays)**

*Answer any two questions.*

29. Explain the methods of training with their benefits and limitations.
30. Discuss the various performance appraisal methods.
31. Explain the various sources of recruitment with their merits and demerits.

(2 × 15 = 30 marks)

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(Pages : 3)

Name.....

Reg. No.....

**FIFTH SEMESTER B.B.A. DEGREE EXAMINATION, NOVEMBER 2014**

(UG—CCSS)

Core Course

BB VB 11—HUMAN RESOURCE MANAGEMENT

Time : Three Hours

Maximum : 30 Weightage

**Part A**

*This part consists of three bunches of questions carrying equal weightage of 1.*

*Each bunch consists of four objective questions.*

*Answer all questions.*

I. Choose the correct answer :

- 1 The process to discover sources of manpower to meet the requirements and to facilitate the selection of an efficient working force :
  - (a) Recruitment.
  - (b) Placement.
  - (c) Selection.
  - (d) Induction.
- 2 Information about each job is made available to the assessors to facilitate job pricing :
  - (a) Job Evaluation.
  - (b) Job design.
  - (c) Job enrichment.
  - (d) Job assessment.
- 3 Appraisals conducted to assess the employee's potential :
  - (a) Psychological Appraisal.
  - (b) Performance Appraisal.
  - (c) Managerial Appraisal.
  - (d) Intelligence Tests.
- 4 Interview aimed at testing the candidates's job behaviour and level of withstanding during the period of stress and strain :
  - (a) Panel interview.
  - (b) Depth interview.
  - (c) Stress interview.
  - (d) Informal interview.

II. Fill in the blanks :

- 5 \_\_\_\_\_ is the process of providing equitable and fair remuneration to the employees.
- 6 \_\_\_\_\_ is the process of determining the relative worth of jobs.
- 7 \_\_\_\_\_ helps executives in understanding people better by giving them vicarious experiences.
- 8 \_\_\_\_\_ deals with cost and contribution of human resources to the organization.

Turn over

III. Give one word :

- 9 The process to guide and counsel the employees to familiarize them with job and the organisation.
- 10 Who developed Balanced Scorecard ?
- 11 The method in which appraiser ranks the employees by comparing one employee with all other employees in the group, one at a time.
- 12 The reassignment of a lower level job to an employee with delegation of responsibilities and authority required to perform that lower level job and normally with lower level pay.

(12 × ¼ = 3 weightage) ✓

### Part B

Answer all **nine** questions.

Each question carries a weightage of 1.

- 13 What do you mean by Job evaluation ? ✓
- 14 Explain the concept of Bonus. ✓
- 15 What is Simulation ?
- 16 What do you mean by Human Resource Planning ? ✓
- 17 What do you mean by Performance Appraisal ? ✓
- 18 What do you mean by Career Planning ? ✓
- 19 What is Job enrichment ?
- 20 Name some of the job training methods. ✓
- 21 What do you mean by Human Resource Development ? ✓

(9 × 1 = 9 weightage)

### Part C (Short Essay or Paragraph Questions)

Answer any **five** questions.

Each question carries a weightage of 2.

- 22 What are objectives of HRM ? ✓
- 23 What are the operative functions of HRM ?
- 24 Explain the various recruitment techniques. ✓ <sup>so write 3</sup>
- 25 What is MBO ? Explain the process of MBO.
- 26 What are the objectives of job description ?
- 27 What are the different types of Interview ? ✓
- 28 Write a short note on 360 degree appraisal.

(5 × 2 = 10 weightage)

**Part D (Essay Questions)**

*Answer any two questions.*

*Each question carries a weightage of 4.*

- 29 What is Job evaluation ? Explain the different techniques of job evaluation. What are the advantages and disadvantages of Job evaluation ?
- 30 Describe in detail the process of performance appraisal. Also explain the various methods of appraisal.
- 31 What do you mean by Grievances ? Discuss their various causes and the need for a formal grievance handling procedure in an organisation.

(2 × 4 = 8 weightage)

1-4-96

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