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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)