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B.Com. (CBCS) DEGREE EXAMINATION,
APRIL 2023.

Third Semester

Commerce – Core

HUMAN RESOURCE MANAGEMENT

(For those who joined in July 2017 – 2020)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer :

1. Refers to the recruitment, training and retention of motivated staff and it includes maintaining good industrial relations so that employees work to the best of their ability to achieve the organisation's goals.
(a) HRM
(b) Personnel Management
(c) Job Rotation
(d) Job Redesign

2. Sets out the title, duties and responsibilities of the job, as well as the terms and conditions of employment.
(a) Job Description
(b) Job Specification
(c) Job Rotation
(d) Job Design
3. Sets out the qualifications, experience, qualities and skills required by the ideal person for the job.
(a) Job Enrichment (b) Job Enlargement
(c) Job Specification (d) Job Design
4. A system of working in which people work a particular number of hours within a fixed period (eg., week), but can change the time they start or finish work each day.
(a) Flexi Time (b) E-working
(c) Job Sharing (d) Job Schedule
5. What is line relationship?
(a) authority and responsibility
(b) enriching relationship
(c) not good relationship
(d) All of the above

6. What is a HR principle?
(a) Values (b) codes of conduct
(c) plan of action (d) procedure
7. What is a HR policy?
(a) Ethics (b) Plan of Action
(c) Guidelines (d) All of the above
8. The first step in manpower recruitment is
(a) Application forms
(b) Job description
(c) Employment tests
(d) Physical examination
9. Which of the following is not objectives of individual training?
(a) to prepare for competitive exams
(b) to prepare employees to do efficiently in their field
(c) to do another job equally well
(d) imparts knowledge and develop employee's aptitude and skill.

10. The orientation of new staff into a job and business is called
(a) Induction training
(b) On-the-job training
(c) Off-the-job training
(d) Introduction training

PART B — (5 × 5 = 25 marks)

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

11. (a) Management of HR is a basic responsibility of every manager." Discuss.
Or
(b) Define Human Resource Management. Bring out its objectives.
12. (a) Distinguish between job description and job specification.
Or
(b) Differentiate between recruitment and selection.
13. (a) What is self-appraisal? In which field, it could be best performance appraisal method? Why?
Or
(b) Differentiate between training and induction programme.

14. (a) State the impact of technological change on industrial relations.

Or

(b) Differentiate the concept of grievance from that of industrial dispute.

15. (a) Write a brief note on collective bargaining.

Or

(b) What steps should be followed for taking disciplinary action against an employee?

PART C — (5 × 8 = 40 marks)

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

Each answer should not exceed 600 words.

16. (a) Describe the concept of Human Resource Management.

Or

(b) "Human Resource Management involves two categories of functions – Managerial and Operative." – Describe these functions.

17. (a) "Employee's selection in India is a process of elimination and not an evaluation." – Comment stating the steps involved in selection.

Or

(b) Describe the techniques used for analysing jobs.

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18. (a) "Accurate appraisal of performance is very difficult." In light of this statement, discuss the problems in performance appraisal.

Or

(b) Explain the various methods used for identifying training needs.

19. (a) "Industrial relations in India are largely regulated, shaped and structured by the State." – Comment.

Or

(b) Critically examine the institutional provisions for the resolution of industrial disputes within the legal framework in India.

20. (a) How far has the collective bargaining helped in improving labour management relations in India? Explain.

Or

(b) What is disciplinary punishment? Why is it necessary? What steps would you suggest for the maintenance of discipline in industry?

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