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Reg. No. : .....

Code No. : 30430 E Sub. Code : AMBA 43

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

Fourth Semester

Business Administration — Core

HUMAN RESOURCE MANAGEMENT

(For those who joined in July 2020 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer :

1. HRM is concerned with \_\_\_\_\_ dimensions in management.  
(a) Finance (b) Customer  
(c) People (d) Research
2. The \_\_\_\_\_ focuses his attention in providing and improving welfare facilities to employees.  
(a) HR manager (b) Functional manager  
(c) Arbitrator (d) Adjudicator

3. In \_\_\_\_\_ interview the candidate is interviewed by a group of company experts.  
(a) Panel (b) Group  
(c) Stress (d) Structured
4. \_\_\_\_\_ is the process of finding and attracting capable applicants for employment.  
(a) Recruitment (b) Selection  
(c) Interview (d) Placement
5. Transfer undertaker to rectify faulty selection and placement of employee is termed as \_\_\_\_\_ transfer.  
(a) Remedial (b) Production  
(c) Shift (d) Penal
6. Training in an environment which is very similar to the real environment  
(a) Apprenticeship (b) Vestibule  
(c) Classroom (d) MBO
7. Performance based pay is also known as \_\_\_\_\_  
(a) Wages (b) Incentive  
(c) Basic salary (d) Allowance

8. Constant high level of stress cause ————  
(a) Distress (b) Eustress  
(c) Hyper stress (d) Conflict
9. ———— consists of negotiation between an employer and a group of workers to determine the conditions of employment.  
(a) Collective agreement  
(b) Collective bargaining  
(c) Mutual interest  
(d) Distributive agreement
10. ———— grievance refers to grievance without any basic or valid reason.  
(a) Factual (b) Disguised  
(c) Imaginary (d) None of the above

PART B — (5 × 5 = 25 marks)

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

11. (a) Elucidate the evolution of HRM.  
Or  
(b) Is HRM a science or an art? Explain.

12. (a) What are the features of human resource planning?

Or

- (b) Write about the scope of induction program.

13. (a) List out the benefits of training.

Or

- (b) Explain the objectives of performance appraisal.

14. (a) What are the objectives of compensation planning?

Or

- (b) Write the benefits of quality of work life to the management.

15. (a) Explain the advantages of worker participation in management.

Or

- (b) List out the characteristics of trade union.

PART C — (5 × 8 = 40 marks)

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

16. (a) Describe briefly the various functions of HRM.

Or

- (b) Discuss the essential qualities required for human resource manager.

17. (a) Enumerate the important external sources of recruitment of employees.

Or

- (b) Explain the methods used to forecast the required human resources.

18. (a) Explain various methods of performance appraisal with examples.

Or

- (b) Define quality of work life. What are the factors that influence quality of work life?

19. (a) Explain the various incentive schemes used in Indian industries.

Or

- (b) Explain the techniques used for conflict management.

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20. (a) Explain the functions of trade union.

Or

- (b) Explain the process of grievance and redressing activities.

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