Faculty of Commerce/Management
End Sem (Odd) Examination Dec-2018
CM3CO07/MS3CO07 Human Resource Management

Programme: B.Com.(Hons.)   Branch/Specialisation: Commerce/
/ BBA   Management/ DM

Duration: 3 Hrs.   **Maximum Marks: 60**

Note: All questions are compulsory. Internal choices, if any, are indicated. Answers of Q.1 (MCQs) should be written in full instead of only a, b, c or d.

Q.1   i.   HR refers to: **1**
           (a) Employees (b) Workers   (c) Manpower (d) All of these
     ii.   HRM is: **1**
           (a) Pervasive
           (b) People oriented
           (c) Inherent part of management
           (d) All of these
     iii.   Demand forecasting is a process of: **1**
           (a) HRP   (b) Job description
           (c) Job specification   (d) Recruitment
     iv.   Which of these is an external source of recruitment   **1**
           (a)Transfer   (b) Promotion
           (c) Ex-employees   (d) Casual callers
     v.   Which of these is on the job training method   **1**
           (a) Under study   (b) Case study
           (c) Assignments   (d) Projects
     vi.   Which of these training is to acquit the employees with latest   **1**
           method to perform their job?
           (a) Refresher training   (b) Internship training
           (c) Apprenticeship training   (d) Orientation
     vii.   Which of these is a quantitative method of job evaluation: **1**
           (a) Ranking   (b) Grading
           (c) Factor comparison   (d) None of these

viii. Employee welfare services include **1**
(a) Economic services   (b) Recreational services
(c) Facilitative services   (d) All of these

ix. Appraisal of performance of employees relates to: **1**
(a) Performance Appraisal   (b) Potential Appraisal
(c) Job evaluation   (d) None of these

x. Which of these is a Modern method of appraisal: **1**
(a) 360 degree   (b) Check list
(c) Graphic rating scale   (d) Employee ranking

Q.2 i. State the roles of HR manager. **3**
ii. What are the main functions of HRM in an industrial organisation? Discuss briefly. **5**
OR iii. Examine the challenges of HR manager and discuss it with reference to modern industry. **5**

Q.3 i. Mention the objectives of HRP. **3**
ii. In what ways the process of job analysis is important for organisation. **5**
OR iii. Discuss the steps followed in the selection process of employees. **5**

Q.4 i. Explain the concept of training with a suitable example. **3**
ii. Elaborate the methods of training with suitable example. **5**
OR iii. What must be the process to design a training program in organisations? **5**

Q.5 i. What is meant by Job evaluation? **3**
ii. What are the objectives and significance of job evaluation? **5**
OR iii. Describe the process of job evaluation. **5**

Q.6 i. What is meant by Performance appraisal? **3**
ii. Describe the objectives of performance appraisal in context to present industrial setting. **5**
OR iii. Describe the methods of performance appraisal with suitable example. **5**

Q.7 Case Study
Kenon Ltd. was proud of its recruitment process. It selected the smartest of kids from the best of colleges, and instilled in them, a fierce sense of competitiveness through its training programmes and appraisal process. Its executives were ruthless in annihilating competitors, winning market share, and shoring up profits. But, its executives lacked imagination and integrity, and had no respect for their subordinates.

i. What type of training must be given to employees of Kenon Ltd.? **5**
ii. Suggest ways to improve the organization culture of Kenon Ltd. **5**

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Marking Scheme

CM3CO07/MS3CO07 Human Resource Management

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Q.1   i.   HR refers to: **1**
(d) All of these

ii.   HRM is: **1**
(d) All of these

iii.   Demand forecasting is a process of: **1**
(a) HRP

iv.   Which of these is an external source of recruitment   **1**
(d) Casual callers

v.   Which of these is on the job training method   **1**
(a) Under study

vi.   Which of these training is to acquit the employees with latest method to perform their job?   **1**
(a) Refresher training

vii.   Which of these is a quantitative method of job evaluation: **1**
(c) Factor comparison

viii.   Employee welfare services include   **1**
(d) All of these

ix.   Appraisal of performance of employees relates to: **1**
(a) Performance Appraisal

x.   Which of these is a Modern method of appraisal: **1**
(a) 360 degree

Q.2   i.   Roles of HR manager-1 mark for each   (1 mark * 3)   **3**
ii.   Functions of HRM-1 mark for each   (1 mark * 5)   **5**
OR   iii.   Challenges of HR manager – 1 mark for each   (1 mark * 5)   **5**

Q.3   i.   Objectives of HRP- 1 mark for each   (1 mark * 3)   **3**
ii.   Process of job analysis   2 marks   **5**
    Importance for organisation.   3 marks
OR   iii.   Steps followed in the selection process of employees.   **5**

Q.4   i.   Concept of training   2 marks   **3**
    Example.   1 mark
ii.   Methods of training – 1 mark for each   (1 mark * 5)   **5**

OR   iii.   Process to design a training program   **5**

Q.5   i.   Job evaluation   **3**
ii.   Objectives of job evaluation   2.5 marks   **5**
    Significance of job evaluation   2.5 marks
OR   iii.   Describe the process of job evaluation.   **5**

Q.6   i.   Performance appraisal   **3**
ii.   Objectives of performance appraisal –
    1 mark for each   (1 mark * 5)   **5**
OR   iii.   Methods of performance appraisal
    1 mark for each   (1 mark * 5)   **5**

Q.7   Case Study

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i.   Type of training must be given to employees of Kenon Ltd.   **5**
ii.   Suggest ways to improve the organization culture of Kenon Ltd.   **5**

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