

Enrollment No.....



Faculty of Commerce / Management Studies

End Sem (Odd) Examination Dec-2022

CM3CO07 / MS3CO07 Human Resource Management

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

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. Human factor can be defined as _____. 1
(a) The entire concept of human behaviour
(b) Interrelated Physiological, Psychological and Socio-ethical aspects of a human being.
(c) Micro and macro issues of socioeconomic factor.
(d) None of these
- ii. Which of the following correctly defines the human resource department? 1
(a) Functional department (b) Service department
(c) Line department (d) Authority department
- iii. What is the need for human resource planning? 1
(a) For undergoing an effective employee development program
(b) To represent a base for recruitment
(c) To represent a base for selection policy
(d) All of these
- iv. What does a job specification include? 1
(a) Personal characteristics
(b) Physical characteristics
(c) Psychological characteristics
(d) All of these
- v. Which of the following takes a full interest in the process of strategic planning? 1
(a) Training & development (b) Quality control
(c) Human Resource (d) Production

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- vi. Which of the following pairs in the given sequence represents the initial as well as the final step incurred in the T&D program? **1**
 (a) Evaluating T&D program followed by implementing it.
 (e) Determining the need for the T&D program and then evaluating the T&D program.
 (f) Determining the need for the T&D program followed by designing the T&D program itself.
 (g) Designing the T&D program and then implementing it.
- vii. Which of the following provides necessary information for job evaluation? **1**
 (a) Job enrichment (b) Job description
 (c) Job ranking (d) Job enlargement
- viii. Which of the following involves one to one interaction amid the administer and the participant? **1**
 (a) Motivation (b) Counselling
 (c) Training (d) All of these
- ix. Which of the following is enhanced by 360-degree feedback? **1**
 (a) Managerial decisions (b) HR decisions
 (c) HRD (d) All of these
- x. _____ is a plan or a program scheme that helps to motivate an individual or a group to deliver outstanding performance. **1**
 (a) Promotion scheme (b) Incentive scheme
 (c) Reward (d) None of these
- Q.2 i. What are the roles and qualities of human resource manager in workplace? **2**
 ii. Distinguish between personnel management and human resource management. **3**
 iii. Why is human resource management (HRM) essential for an organisation? Describe various functions of HRM. **5**
- OR iv. Discuss the challenges for human resource manager in the era of globalisation. **5**
- Q.3 i. What is significance of job analysis? Explain the process of job analysis. **2**

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- ii. What do you mean by recruitment? What are the factors affecting recruitment? Discuss various sources of recruitment. **8**
- OR iii. Explain the concept of HR planning. What are the factors affecting manpower planning? Explain its process. **8**
- Q.4 i. What is the importance of training and development? Differentiate between training and executive development **3**
 ii. Define concept of training. What are the steps in designing a training programme? Explain. **7**
- OR iii. Discuss whose responsibility is career planning and development? List down the steps in career planning. **7**
- Q.5 i. Explain the concept of compensation. What is meant by performance linked compensation? **4**
 ii. What are employee welfare activities, in that what is the portion of duties lies with the human resource manager. **6**
- OR iii. Discuss concept and process of job evaluation. Explain significance of job evaluation. **6**
- Q.6 Attempt any two:
 i. Define performance appraisal. Explain the process of performance appraisal. **5**
 ii. Discuss about grievances handled and redressal activities engaged by human resource manager. **5**
 iii. Write short notes on: **5**
 (a) Potential appraisal (b) Employee discipline

Marking Scheme
CM3CO07 / MS3CO07 Human Resource Management

| | | | | |
|-----|-------|--|-----------|----------|
| Q.1 | i. | Human factor can be defined as _____ | | 1 |
| | | (a) b) Interrelated Physiological, Psychological, and Socio-ethical aspects of a human being. | | |
| | ii. | Which of the following correctly defines the Human Resource Department? | | 1 |
| | | b) Service Department | | |
| | iii. | What is the need for Human Resource Planning? | | 1 |
| | | d) All of the above | | |
| | iv. | What does a job specification include? | | 1 |
| | | d) All of the above | | |
| | v. | Which of the following takes a full interest in the process of strategic planning? | | 1 |
| | | a) Training & Development | | |
| Q.2 | vi. | Which of the following pairs in the given sequence represents the initial as well as the final step incurred in the T&D program? | | 1 |
| | | (b) b) Determining the need for the T&D program and then evaluating the T&D program. | | |
| | vii. | Which of the following provides necessary information for job evaluation? | | 1 |
| | | b) Job Description | | |
| | viii. | Which of the following involves one to one interaction amid the administer and the participant? | | 1 |
| | | b) Counselling | | |
| | ix. | Which of the following is enhanced by 360-degree feedback? | | 1 |
| | | d) All of the above | | |
| | x. | A/An _____ is a plan or a program scheme that helps to motivate an individual or a group to deliver outstanding performance. | | 1 |
| | | b) Incentive Scheme | | |
| Q.2 | i. | Roles and Qualities of Human Resource Manager | | 2 |
| | | (According to Ans.) | | |
| | ii. | Personnel Management | 1.5 marks | 3 |
| | | Human Resource Management. | 1.5 marks | |
| Q.2 | iii. | HRM essential for organization | 2marks | 5 |
| | | Functions of HRM | 3marks | |

| | | | | |
|-----|------|--|--------------|----------|
| OR | iv. | Challenges in Globalization era | 5 points * 1 | 5 |
| Q.3 | i. | Significance of Job analysis | 1marks | 2 |
| | | Process of Job analysis | 1marks | |
| | ii. | Concept of Recruitment | 1marks | 8 |
| | | Factors affecting recruitment | 3marks | |
| OR | | Sources of recruitment | 4marks | |
| | iii. | Concept of HR planning | 1marks | 8 |
| | | Factors affecting manpower planning | 3marks | |
| | | HRP process | 4marks | |
| Q.4 | i. | Importance of Training and development | 1.5marks | 3 |
| | | Differentiate Training and development | 1.5marks | |
| | ii. | Concept of training | 2marks | 7 |
| | | Steps in designing training programme | 5marks | |
| OR | iii. | Concept of Career planning and development | 2marks | 7 |
| | | Steps in Career planning | 5marks | |
| Q.5 | i. | Concept of Compensation | 1marks | 4 |
| | | Performance linked compensation | 3marks | |
| | ii. | Employee welfare activities | 2marks | 6 |
| | | Role of HR manager in Employee welfare | 4marks | |
| OR | iii. | Concept of Job evaluation | 1marks | 6 |
| | | Process of job evaluation | 3marks | |
| | | Significance of job evaluation | 2marks | |
| | | | | |
| Q.6 | | Attempt any two: | | |
| | i. | Concept of Performance Appraisal | 1marks | 5 |
| | | Process of Performance appraisal | 4marks | |
| | ii. | Redressal activities | | 5 |
| | | (As per Explanation) | | |
| Q.6 | iii. | Potential Appraisal | 2.5marks | 5 |
| | | Employee Discipline | 2.5marks | |
