

**DIPLOMA EXAMINATION IN ENGINEERING/TECHNOLOGY/
MANAGEMENT/COMMERCIAL PRACTICE — APRIL, 2019**

HUMAN RESOURCE MANAGEMENT

[Time : 3 hours]

(Maximum marks : 100)

PART — A

(Maximum marks : 10)

Marks

I Answer *all* questions in one or two sentences. Each question carries 2 marks.

1. Define the meaning of Human Resource Management.
2. State the meaning of Employee Training.
3. Recall the meaning of the term Incentives.
4. State the meaning of employee grievance.
5. Define Job Analysis.

(5×2 = 10)

PART — B

(Maximum marks : 30)

II Answer any *five* of the following questions. Each question carries 6 marks.

1. Explain the managerial functions of Human Resource Management.
2. Discuss any six factors effecting Employee Recruitment.
3. Identify the nature of Performance Appraisal.
4. List out any six objectives of Trade Unions.
5. Enumerate the objectives of Human Resource Planning.
6. Explain any four methods of Off-the-Job Training.
7. Illustrate the steps to establish pay rates of employees.

(5×6 = 30)

PART — C

(Maximum marks : 60)

(Answer *one* full question from each unit. Each full question carries 15 marks.)

UNIT — I

- III (a) Discuss the various operative functions of Human Resource Management. 9
- (b) Enumerate the various objectives of Human Resource Management. 6

OR

- IV (a) Explain factors influencing job satisfaction. 10
- (b) Differentiate between Job Specification & Job Description. 5

UNIT — II

- V (a) Identify the various sources of Employee Recruitment. 10
- (b) Enumerate the objectives of training. 5

OR

- VI (a) Illustrate the various steps involved in Employee Selection Procedure. 9
- (b) Discuss any four On-the-Job Training Methods. 6

UNIT — III

- VII (a) Explain any six methods of Performance Appraisal. 9
- (b) Distinguish between Promotions, Demotion & Transfer. 6

OR

- VIII (a) Enumerate the various determinants of Employee Compensation. 9
- (b) Illustrate any six Employee benefits given to an employee by the organisation. 6

UNIT — IV

- IX (a) Define collective bargaining and illustrate the process of collective bargaining. 6
- (b) Illustrate the various steps in grievance handling procedure. 9

OR

- X (a) Illustrate the steps in disciplinary actions. 7
- (b) Enumerate various causes of employee indiscipline. 8