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TED (15) – 4253

Reg. No.

(REVISION — 2015)

Signature

DIPLOMA EXAMINATION IN ENGINEERING/TECHNOLOGY/
MANAGEMENT/COMMERCIAL PRACTICE — APRIL, 2018

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 Human Resource Management.
2. Define employee selection.
3. Define performance appraisal.
4. State the meaning of promotion.
5. Define trade union.

(5×2 = 10)

PART — B

(Maximum marks : 30)

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

1. Explain the operative functions of HRM.
2. Explain job analysis.
3. Explain any four external factors affecting recruitment.
4. List out the objectives of performance appraisal.
5. Analyse the causes of employee grievance.
6. Discuss the determinants of employee compensation.
7. Discuss the concept of managerial development.

(5×6 = 30)

PART — C

(Maximum marks : 60)

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

UNIT — I

III Explain the factors influencing job satisfaction. 15

OR

IV Discuss the techniques used to measure job satisfaction. 15

UNIT — II

V (a) Explain the internal factors affecting employee recruitment. 8

(b) List the different sources of recruitment. 7

OR

VI (a) Explain any four off-the-job training techniques. 8

(b) Discuss the term employee orientation. 7

UNIT — III

VII Discuss the traditional methods of performance appraisal. 15

OR

VIII Describe the steps to establish pay rates of employees. 15

UNIT — IV

IX (a) Explain the Objectives of trade unions. 8

(b) Explain the principles of trade unions. 7

OR

X (a) Explain the term employee grievance. 5

(b) Describe the steps in employee grievance procedure. 10
