

Reg. No. :

Code No. : 20751 E Sub. Code : AMSL 44

B.A. (CBCS) DEGREE EXAMINATION, APRIL 2022

Fourth Semester

Shipping and Logistics Management — 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 :

Collection of information relating to various aspects of the job is

- a) Job description
- b) Job specification
- c) Job analysis
- d) Job evaluation

Training considering participants abilities and aptitude consider

- (a) Individual differences
- (b) Group difference
- (c) Uniqueness
- (d) Reinforcement

Pay scales adjusting to cost of living has _____ clause.

- (a) Escalation
- (b) Profitability
- (c) Productivity
- (d) Bargaining

Incentive plans providing equal chance for fast and slow workers to reduce dissatisfaction is called _____

- (a) Simplicity
- (b) Equitability
- (c) Flexibility
- (d) Adequacy

Discipline that forces to obey orders or suffer penalty is called

- (a) Positive
- (b) Self imposed
- (c) Negative
- (d) Reinforcement

In solving conflict, when group yield for a concession it is called

- (a) Conflict smoothing
- (b) Conflict defusion
- (c) Conflict compromise
- (d) Ignoring conflict

2. Process of imparting technical and operating skills is called

- (a) Development
- (b) Training
- (c) Outsourcing
- (d) Competency mapping

3. Use of comprehensive data for man hours is called

- (a) work standards data
- (b) man hours data
- (c) work study data
- (d) predictive data

4. Applications received without any effort of the organization is

- (a) Formal application
- (b) Solicited application
- (c) Unsolicited application
- (d) Weighted application

5. Determining the relative worth of the job is called

- (a) Job specification
- (b) Job evaluation
- (c) Job design
- (d) Job analysis

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PART B — (5 × 5 = 25 marks)

Answer ALL questions, choosing either (a) or (b).

Each answer should not exceed 250 words.

11. (a) Distinguish 'Personnel management' and 'Human resource management'.

Or

(b) Spell out the objectives of human resource management.

12. (a) Specify the need for manpower planning.

Or

(b) Why induction is important?

13. (a) Illustrate the principles of training.

Or

(b) Brief the techniques for imparting decision making skills.

14. (a) Briefly the elements of quality of work life.

Or

(b) Narrate the methods of paying compensation with pros and cons.

15. (a) Illustrate the types of conflict.

Or

(b) Spell out the essentials of a good grievance procedure.

PART C — (5 × 8 = 40 marks)

Answer ALL questions, choosing either (a) or (b).

Each answer should not exceed 600 words.

16. (a) Illustrate the challenges faced by human resource management.

Or

(b) Explain the functions of human resource management.

17. (a) Spell out the steps in man power planning.

Or

(b) Evaluate the external sources of recruitment with pros and cons.

18. (a) Discuss the types of transfers and when they are given.

Or

(b) Illustrate the methods of training.

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19. (a) Detail the methods of doing job evaluation.

Or

(b) Spell out the coping mechanisms to overcome stress.

20. (a) Develop a grievance handling procedure.

Or

(b) Elaborate the methods of worker participation in management.

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