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**Reg. No. :** .....

**Code No. : 12479 E      Sub. Code : SMBA 63**

B.B.A. (CBCS) DEGREE EXAMINATION, APRIL 2021.

Sixth Semester

Business Administration — Main

**HUMAN RESOURCE MANAGEMENT**

(For those who joined in July 2017 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer :

1. Maintaining good industrial relations is one of the  
\_\_\_\_\_ functions of HRM.
  - (a) motivational
  - (b) compensation
  - (c) managerial
  - (d) operative

2. In HRM \_\_\_\_\_ leadership style is followed.
- (a) transformational (b) transactional  
(c) direct (d) in-direct
3. Job specification focuses on \_\_\_\_\_.
- (a) Job (b) Job summary  
(c) Job title (d) Job holder
4. The process of collecting information about a job is known as \_\_\_\_\_.
- (a) job design (b) job analysis  
(c) job enrichment (d) job enlargement
5. The process of attracting and obtaining as many applicants as possible from eligible job seekers are called \_\_\_\_\_.
- (a) Selection (b) Placement  
(c) Recruitment (d) Induction
6. Which one of the following is not a purpose of training?
- (a) Improve productivity  
(b) Improve health and safety  
(c) Strategic control  
(d) Obsolescence prevention

7. A horizontal or lateral movement of an employee from one job to another at the same or another place without altering his status, responsibility and pay is called \_\_\_\_\_.
- (a) promotion                      (b) transfer  
(c) demotion                      (d) retrenchment
8. The rate of change in the employees of an organization is referred to \_\_\_\_\_
- (a) absenteeism                      (b) promotion  
(c) labour turnover                      (d) demotion
9. Which one of the following is not a party to industrial relation?
- (a) Employees                      (b) Employer  
(c) Government                      (d) Customer
10. The force that prompts employees to observe rules, regulation and procedures is termed as \_\_\_\_\_.
- (a) grievance  
(b) discipline  
(c) indiscipline  
(d) performance appraisal

PART B — (5 × 5 = 25 marks)

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

Each answer should not exceed 250 words.

11. (a) State the objective of human resource management.

Or

- (b) Write a note on the scope of Human Resource Management.

12. (a) Explain the need of HRP.

Or

- (b) What are the components of a job description?

13. (a) What are the traditional techniques used in recruitment?

Or

- (b) Explain the various problems faced in placements.

14. (a) Discuss the various bases of promotion.

Or

- (b) Explain the reasons for transfer.

15. (a) Write a note on industrial relations.

Or

(b) Discuss the salient features of discipline.

PART C — (5 × 8 = 40 marks)

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

Each answer should not exceed 600 words.

16. (a) Explain in detail the managerial functions of human resource management.

Or

(b) Discuss the essential qualities required for a Human Resource Manager.

17. (a) What are the advantages of HRP?

Or

(b) Describe the various steps involved in the process of job analysis.

18. (a) Explain the internal factors affecting recruitment.

Or

(b) Describe the steps involved in the selection procedure.

19. (a) Explain the purpose of performance evaluation.

Or

(b) Discuss the different types of transfer.

20. (a) Describe the various forms of worker's participation in management.

Or

(b) Explain the procedure for grievance handling.

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