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Name:

Reg. No.....

THIRD SEMESTER B.Com. DEGREE EXAMINATION, NOVEMBER 2020

(CUCBCSS-UG)

CC17U BC3 C03 - HUMAN RESOURCE MANAGEMENT

(Commerce - Complementary Course)

(2017, 2018 Admissions – Supplementary/Improvement)

Time: Three Hours

Maximum: 80 Marks

Part A

Answer *all* questions. Each question carries 1 mark.

1. is the process of allocating tasks among its members for achieving organizational objectives
a) Managing b) organizing c) controlling d) directing
2. is a detailed and systematic study of jobs to know the nature and characteristics of the people to be employed in different kinds of jobs
a) job analysis b) job description c) job enrichment d) job evaluation
3. means permanent termination of an employee's services for economic reasons
a) retrenchment b) termination c) layoff d) resignation
4. This method is a combination of graphic rating scales and critical incident methods
a) MBO b) BARS
c) Check list d) forced distribution method
5. is any dissatisfaction or feeling of injustice in connection with ones employment situation that is brought to the attention of management.
a) grievance b) conflict c) discipline d) none of these

Fill in the Blanks:

6. is a process of inducting an employee into the social set up of his work.
7. When there is conflict between management and labour union act as a shock absorber.
8. are casual Emoluments
9. is a systematic and orderly process of measuring the worth of job in relation to other jobs
10. means shifting an employee from one job to another without any change in the nature of the job.

(10 x 1 = 10 Marks)

Part B

Answer any *eight* questions. Each question carries 2 marks.

11. Define HRM.
12. What is competitive advantage?
13. What do you mean by job evaluation?
14. What are the internal sources of recruitment?
15. What do you mean by separation?
16. Differentiate halo effect and horn effect.
17. What do you mean by career planning?
18. What do you mean by TQM?
19. What is an assessment centre?
20. What is Halsey plan?

(8 x 2 = 16 Marks)

Part C

Answer any *six* questions. Each question carries 4 marks.

21. Write the main features of personnel management.
22. Differentiate job enrichment and job enlargement.
23. Explain the modern trends in recruitment.
24. Differentiate recruitment and selection.
25. Explain the career planning process.
26. What do you mean by fringe benefits? What are characteristics of fringe benefits?
27. Explain the production based incentives in detail.
28. Briefly explain the hot stove rule.

(6 x 4 = 24 Marks)

Part D

Answer any *two* questions. Each question carries 15 marks.

29. Explain the steps involved in selection procedure.
30. What is Performance Appraisal? Explain the methods of Performance Appraisal?
31. Explain the workers participation in management.

(2 x 15 = 30 Marks)
