

**19U364S**

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Name: .....

Reg. No.....

**THIRD SEMESTER B.B.A. DEGREE EXAMINATION, NOVEMBER 2020**

(CUCBCSS-UG)

**CC15U BB3 B04 – HUMAN RESOURCE MANAGEMENT**

(Core Course)

(2015 to 2018 Admissions – Supplementary/Improvement)

Time: Three Hours

Maximum: 80 Marks

**Part A**

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

I. Choose the correct answer:

1. HRM considers people in an organisation as  
(a) Product                      (b) Employer                      (c) Resources                      (d) None of these
2. .... is the process of searching for prospective employees and stimulating them to apply for jobs in the organisation?  
(a) Placement                      (b) Selection                      (c) Recruitment                      (d) Induction
3. .... appraisal is conducted in small units having only a few personnel  
(a) Formal                      (b) Informal                      (c) Initial                      (d) None of these
4. Grievance arises out of disagreement related to  
(a) Wage rate    (b) terms of employment  
(c) Group of work    (d) All of these
5. This is a combination of graphic rating scale, and critical incidents method. Which method?  
(a) BARS    (b) MBO  
(c) Paired comparison method    (d) None of these

II. Fill in the blanks:

6. .... refers to the actions imposed by an organisation on its employees for failure to follow the organisation's rules, standards, or policies.
7. .... plan is a simple combination of time and piece rate system.
8. .... is the act of increasing the knowledge and skill of an employee for doing a particular job.
9. Internet is used to conduct training online is called .....
10. .... introduced the concept of MBO.

**(10 × 1 = 10 Marks)**

### **Part B**

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

11. Define HRM?
12. What is Halsey plan?
13. What is Merit rating?
14. What is Career planning?
15. What is Promotion?
16. What is Kaizen?
17. What are the merits of On the Job Training?
18. What is Orientation training?
19. What is Piece wage system?
20. What is Employee Grievance?

**(8 x 2 = 16 Marks)**

### **Part C**

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

21. Distinguish between Personnel Management and Human Resource Management.
22. Brief explanation about Hot Stove rule?
23. What are the steps in training Process?
24. What are the methods of wage system?
25. Differentiate recruitment and selection.
26. What are the qualities of a Human Resource Manager?
27. What are the essentials of good Disciplinary System?
28. What is the process of Merit Rating?

**(6 x 4 = 24 Marks)**

### **Part D**

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

29. Explain different methods of performance appraisal system.
30. Human resource management plays a vital role in the whole system of management of an industrial organisation. Explain?
31. Explain the various methods of training employees pointing out the merits and demerits of each?

**(2 x 15 = 30 Marks)**

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