

18U364

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Name:

Reg. No.....

THIRD SEMESTER B.B.A. DEGREE EXAMINATION, NOVEMBER 2019

(Regular/Supplementary/Improvement)

(CUCBCSS-UG)

CC15U BB3 B04 - HUMAN RESOURCE MANAGEMENT

(Core Course)

(2015 Admission onwards)

Time: Three Hours

Maximum: 80 Marks

Part A

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

1. Work participation in management means
 - (a) Duty
 - (b) Employee involvement
 - (c) Security
 - (d) Risk
2. Critical incident method is method of
 - (a) Performance appraisal
 - (b) Promotion
 - (c) Laws
 - (d) Market
3. Learning by observing and actually doing the job
 - (a) On the job training
 - (b) Off the job training
 - (c) In depth training
 - (d) Coaching
4. The rating of an employee high or low on the basis of general impression.
 - (a) Personal bias
 - (b) In consistent rating
 - (c) Average rating
 - (d) Halo effect
5. Under this system, worker is paid on the basis of time spent by him on the job
 - (a) Incentive
 - (b) Time wage
 - (c) Piece wage
 - (d) None of these

Fill in the blanks:

6. Quality circle concept was originated in
7. it is concerned with the determination of the number of personnel required in an organization
8. is the method of elimination.
9. MBO stands
10. Any casual emoluments or profit attached to an office or position in addition to the salaries or wages is

(10 × 1 = 10 Marks)

Part B

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

11. Define Human Resource Management.
12. What is manpower planning?
13. What is promotion?
14. What is career planning?
15. What is performance appraisal?
16. What is job simplification?
17. What is grievance?
18. What do you mean by vestibule training?
19. What is discipline?
20. What is quality circle?

(8 x 2 = 16 Marks)

Part C

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

21. Differentiate between personnel management and human resource management
22. Define training. What are the needs of training?
23. What are the different types of performance Appraisal?
24. Explain the sources of recruitment.
25. Explain the objectives of compensation planning.
26. What is grievance? What are the causes of grievances?
27. Explain the evolution of the concept HRM.
28. Explain the labour participation in management.

(6 x 4 = 24 Marks)

Part D

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

29. What is wage system? Explain the factors affecting wage system.
30. What is training? Explain different types of training.
31. Explain the steps involved in the employee selection process.

(2 x 15 = 30 Marks)
