

Duration: 3 Hours

Note: 1. All Questions are compulsory.

Total Marks: 100

2. Figures to the right indicate full marks.

Q.1A Select the appropriate option and fill in the blanks: (Any 10)

10

- 1 Human Resource Management [HRM] is _____ from the nation's point of view.
a) Significant b) Detached
c) Unrelated d) Indifferent
- 2 Job _____ is a process of collecting information about the job.
a) Recruitment b) Selection
c) Analysis d) Retrenchment
- 3 _____ is a process of searching and attracting capable candidates to apply for the jobs.
a) Selection b) Recruitment
c) Transfer d) Separation
- 4 _____ is On the Job training method.
a) Job rotation b) Case studies
c) Lectures d) Seminar
- 5 _____ refers to evaluation of hidden talents and skills of employees.
a) Performance appraisal b) Potential appraisal
c) Training d) Career Planning
- 6 _____ counseling is counselor centric.
a) Directive b) Non-directive
c) Participating d) Non-participative
- 7 Theory X assumes _____ approach of the managers towards employees.
a) traditional b) professional
c) general d) positive
- 8 _____ quotient consists of honesty, integrity and ethical values of an employee.
a) Ability b) Personal
c) Emotional d) Spiritual
- 9 Statutory welfare measures include _____.
a) Flexi-time b) Recreation Facilities
c) Drinking Water d) Transportation Facilities
- 10 Learning Organisation was popularized by _____.
a) Peter Drucker b) Philip Kotler
c) Peter Senge d) Henri Fayol
- 11 _____ employees work with passion and are committed to work for the interest of the organisation.
a) Actively Engaged b) Not Engaged
c) Actively Disengaged d) Dissatisfied
- 12 _____ guidelines are in respect of prevention of Sexual Harassment at workplace.
a) Vishala b) Durga
c) Vishaka d) Vedika

Q.1B State whether the following statements are True or False: (Any 10)

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- 1 Human Resource Management [HRM] brings long term benefits to the individuals, organizations and the society as well.
- 2 Human Resource Planning helps in preventing surplus or shortage of staff.
- 3 Job Analysis is the first step in the selection process.
- 4 Observation method helps to evaluate the training effectiveness.
- 5 Halo Effect occurs when an employee is evaluated on the basis of one negative characteristic.
- 6 Succession planning is a career development tool used by organizations.
- 7 Self esteem needs are the lowest level needs of human beings.
- 8 Morale can be measured on the basis of productivity of employees.
- 9 In grievance redressal, the decision of the arbitrator is final.
- 10 Competence refers to knowledge and skills that enable effective performance of a job.
- 11 Employee Engagement and Employee Empowerment are synonymous.
- 12 Excess workload affects Work-life Balance of employees.

Q.2 Answer the Following (Any 2)

15

- a) What is Human Resource Management (HRM)? Explain its importance.
- b) Elaborate steps in Human Resource Planning.
- c) What are various sources of Recruitment?

Q.3 Answer the Following (Any 2)

15

- a) Explain various functions of Human Resource Development.
- b) Explain the modern methods of Performance Appraisal.
- c) What is Mentoring? Discuss its importance.

Q.4 Answer the Following (Any 2)

15

- a) What is Human Relations? Explain its importance.
- b) Explain various factors affecting Employee Morale.
- c) What are the causes of Employee Grievances?

Q.5 Answer the Following (Any 2)

15

- a) What do you mean by Innovation Culture? Explain its need.
- b) Explain the changing pattern of Employment.
- c) Elaborate on Employee Absenteeism at the workplace.

Q.6 Write Short Notes (Any 4)

20

- a) Job Design
- b) Techniques of E-Selection
- c) Succession Planning
- d) Emotional Quotient (EQ)
- e) Human Resource Information System (HRIS)
- f) Downsizing
