

Time: 2 ½ Hours

Total Marks: 75

QI

MARKS 15

A) Multiple-Choice (Answer any 8)

(08)

- 1) The need for HR department depends on _____
 - a) Size of the organization
 - b) Management philosophy
 - c) Type of work
 - d) All of the above

- 2) _____ activities determine the composition of an organization's human resources.
 - a) HRP
 - b) Staffing
 - c) T&D
 - d) Compensation

3. Movement of an employee from one job to other is called as ____
 - a) Job Enlargement
 - b) Job Rotation
 - c) Job Enrichment
 - d) Work simplification

4. A set ways of performing work is called as _____
 - a) Work flow
 - b) Ergonomics
 - c) Work Practices
 - d) Organizational Flow

5. _____ refers to advancement of an employee to a higher post carrying greater responsibilities, higher status and better salary
 - a) Demotion
 - b) Promotion
 - c) Lateral Shift
 - d) Transfer

- 6) HRP is an integral part of _____.
 - a) Quantity Workforce
 - b) Participative Management
 - c) Manpower Planning
 - d) Tiered Planning

- 7) Induction training is given to employees _____ joining the organization.
 - a) Before
 - b) After
 - c) During
 - d) Instead of

8) On-the-job training method where employees are moved from one job to another is called _____.

- a) Job rotation
- b) Apprenticeship
- c) Coaching
- d) Mentoring

9) One of the disadvantages of incentives is _____.

- a) underwork
- b) unemployment
- c) attrition
- d) overwork

10) One of the major characteristics of a sound incentive plan is _____.

- a) scientific standards
- b) complexity
- c) rigidity
- d) networking

B. State True or False (Answer any 7)

(07)

1. HRM has now moved from 'Backroom to boardroom'.
2. The Personnel manual is an organization's usable guidebook for its employees.
3. In Job Rotation, the employee is shifted from one job to another.
4. Job Enrichment does not include empowering employees.
5. Recruitment and Selection are the same.
6. Promotions are always based on merit.
7. The training method that uses artificial work environments is known as simulation.
8. Orientation or induction training helps new employees understand the organization's culture and policies.
9. Employee welfare does not lead to higher morale and productivity of employees.
10. Workers participation is about employees playing a greater part in the decision-making process.

II Answer (a and b) OR (p and q)

MARKS: 15

a) Define Human Resource Management. What are the objectives associated with human resource management? (08)

b) Discuss the role of Human Resource manager in insurance sector. (07)

OR

p) Discuss the Bring out the difference between Personnel management and Human Resource Management. (08)

q) Explain the factors that strongly influence the establishment of human resource department and depict with diagram the common structure of the human resource department. (07)

III Answer (a and b) OR (p and q)

MARKS: 15

- a) Explain the objectives of Job Evaluation. (08)
b) Explain the factors affecting Job Satisfaction. (07)
- OR**
- p) Explain Factors affecting Job Design. (08)
q) Explain the term Job Specification and state its contents. (07)

IV Answer (a and b) OR (p and q)

Marks: 15

- a) Explain the concept of CRM and explain CRM in banks and insurance companies. (08)
b) Explain the needs and objectives of training in detail. (07)

OR

- p) What do you mean by Recruitment? Explain in brief external Sources of Recruitment. (08)
q) Explain in brief various bases of promotions. (07)

V Answer a) and b) OR c) short notes (any 3)

- a) Define 'performance appraisal'. How can HR manager make post appraisal interview more effective. (08)
b) Discuss in detail the process of performance appraisal. (07)

OR

c) Short Notes (Answer any 3) (15)

- i) Strategic Human Resource Management.
ii) Job Rotation
iii) Steps involved in the selection process
iv) Benefits of training to the organization
v) Voluntary Retirement Scheme