

**FOURTH SEMESTER B.Com DEGREE EXAMINATION, APRIL 2023****(Regular/Improvement/Supplementary)****B.Com Professional****GBCP4B17T: HUMAN RESOURCE MANAGEMENT****Time: 3 Hours****Maximum Marks: 80****PART A: Answer all the questions. Each carries one mark.****Choose the correct answer.**

1. .... is the process of allocating tasks among its members for achieving organisational objectives.  
A) Controlling      B) Managing      C) Directing      D) Organizing
2. .... training is an inexpensive way for employees and employers to expand skills.  
A) Induction      B) Refresher      C) Job      D) Cross
3. .... is the first main operative function of personnel management.  
A) Training      B) Selection      C) Procurement      D) Development
4. The results of the job analysis are written in a statement known as .....  
A) Job evaluation      B) Job description      C) Job specification      D) None of these
5. .... are casual emoluments.  
A) Perks      B) Incentives      C) Wages      D) None of these

**Fill in the Blanks.**

6. .... is a process of inducing an employee into the social set up of his work.
7. .... introduced the concept of MBO.
8. .... is any dissatisfaction in connection with one's employment situation that is brought to the attention of management.
9. A ..... is a blue print of the course of action to be undertaken in a future period of time.
10. .... means continuous improvement with the involvement of everybody in the organisation so as to generate value for customers.

**(10 × 1 = 10 Marks)****PART B: Answer any eight questions. Each carries two marks.**

11. Define personnel management.
12. What is brain storming?
13. What is absenteeism?
14. Define demotion.
15. What is mentoring?

**(PTO)**

16. What is compensation planning?
17. What are fringe benefits?
18. What is Dearness Allowance?
19. List two qualities of a personnel manager.
20. What is poaching?

**(8 × 2 = 16 Marks)**

**PART C: Answer any six questions. Each carries four marks.**

21. What are the essential requirements of an effective performance appraisal?
22. Differentiate between job specification and job description.
23. What are the different types of separation?
24. What is career development? What are the steps involved in it?
25. What are the factors influencing wage system?
26. Discuss the characteristics of human resource management.
27. Differentiate between recruitment and selection.
28. What are the features of a good grievance procedure?

**(6 × 4 = 24 Marks)**

**PART D: Answer any two questions. Each carries fifteen marks.**

29. Discuss the importance of psychological tests and interviews in employee selection.
30. 'Human resource planning is a pre-requisite for effective management of human resources'.  
Explain.
31. Define training. Explain various methods of training employees.

**(2 × 15 = 30 Marks)**