

Code No. : 10415 E Sub. Code : AMBA 43

B.B.A. (CBCS) DEGREE EXAMINATION,
NOVEMBER 2022.

Fourth Semester

Business Administration – Core

HUMAN RESOURCE MANAGEMENT

(For those who joined in July 2020 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer :

1. As a _____ the HR manager settles the disputes between employees and employer.
- (a) Counselor (b) Change agent
(c) Spokesman (d) Mediator

6. Transferring of executives from one job to another to another and from department to department in a systematic manner is called as _____.
- (a) Multiple management
(b) Job rotation
(c) Coaching
(d) Training
7. The internal reward that an employee achieves from completing their tasks or projects successfully refers to _____.
- (a) Intrinsic reward (b) Extrinsic reward
(c) Fringe benefit (d) Incentive
8. Which of the following ways contribute towards improving quality of work?
- (a) Quality circles
(b) Management by objectives
(c) Suggestion system
(d) All of the above

2. Which one of the following is an essential quality required by a HR manager?
- (a) Discriminating skill (b) Controlling skill
(c) Role of conscience (d) Planning skill
3. Deciding the number and type of human resources is known as _____.
- (a) HRM (b) HRP
(c) HRD (d) HCM
4. A written statement of qualification, traits, physical and mental characteristics that an individual should possess to perform a job refers to _____.
- (a) Job design (b) Job description
(c) Job specification (d) Job supervision
5. The upward movement of an employee in the organizational hierarchy with greater responsibility, authority and status with out any increase in salary is known as _____.
- (a) Demotion (b) Up-gradation
(c) Vertical promotion (d) Dry promotion

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9. The process of negotiating between management and workers respected by their representatives for determining mutual agreement on the conditions of work is known as _____.
- (a) Collective bargaining
(b) WPM
(c) QWL
(d) WLB
10. Any differences of opinion between employers and employees or between employees and workmen is known as _____.
- (a) Grievance (b) Industrial dispute
(c) Punishment (d) Demotion

PART B — (5 × 5 = 25 marks)

Answer ALL questions, choosing either (a) or (b).
Each answer should not exceed 250 words.

11. (a) Explain the fundamental principles of HRM.
- Or
- (b) State the significance of HRM.

12. (a) What are the steps involved in the process of human resource planning?

Or

- (b) Explain the various external sources in modern method of recruitment.

13. (a) Discuss the various off-the-job methods of training.

Or

- (b) What are the problems faced with promotion?

14. (a) What are the different types of compensation?

Or

- (b) How do you classify incentive scheme?

15. (a) What are the prerequisites of a Grievance procedure?

Or

- (b) Explain the various aspects of discipline.

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20. (a) Describe the different types of punishments.

Or

- (b) Explain the functions of collective bargaining.

PART C — (5 × 8 = 40 marks)

Answer ALL questions, choosing either (a) or (b)
Each answer should not exceed 600 words.

16. (a) Explain the various functions of Human Resource Management.

Or

- (b) What are the qualities required by a HR manager? Describe.

17. (a) Discuss the characteristics of a good job description.

Or

- (b) Describe the steps involved in selection procedure.

18. (a) Explain the objectives of performance appraisal.

Or

- (b) State the various reasons for career planning.

19. (a) Discuss the major reasons for job stress.

Or

- (b) Mention the causes of workplace violence.

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