

LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034

B.Com. DEGREE EXAMINATION – COMMERCE

FIFTH SEMESTER – NOVEMBER 2007

AU 13

CO 5502 - HUMAN RESOURCE MANAGEMENT

Date : 29/10/2007
Time : 9:00 - 12:00

Dept. No.

Max. : 100 Marks

SECTION – A

Explain the following concepts in FIVE lines each.

(10 x 2 = 20 marks)

1. Job description
2. Seniority of merit
3. Application Blank
4. BARS method of performance appraisal
5. Theory X and theory Y
6. Panel Interview
7. Psychological Tests
8. Morale
9. Job fairs
10. Attrition

SECTION – B

Answer any FIVE questions. Answers should not exceed 2 pages each.

(5 x 8 = 40 marks)

11. Briefly describe the problems and challenges faced by Human Resource Managers.
12. Describe Job Analysis.
13. What are the external sources of recruitment?
14. State the uses of interviews.
15. Explain the important principles of training.
16. Describe and two important 'Need' – theories of motivation.
17. Explain the need for motivating employees.
18. Give the usual steps involved in grievance redressal.

SECTION – C

Answer any TWO questions. Answers should not exceed 4-6 pages each.

(2 x 20 = 40 marks)

19. Define Human Resource Management. What are the functions of Human Resource Manager?
20. What is Performance Appraisal? What are the obstacles of appraisal? Describe the MBO method of appraisal.
21. What is Human Resource Planning? Detail the steps in Human Resources Planning.
