 LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034

**M.A.** DEGREE EXAMINATION - **SOCIAL WORK**

THIRD SEMESTER – NOVEMBER 2012

# SW 3966 - HUMAN RESOURCE MANAGEMENT

Date : 01/11/2012 Dept. No. Max. : 100 Marks

Time : 9:00 - 12:00

**SECTION – A**

**Answer All questions. Answer to each question should not exceed 50 words. All questions carry equal marks. 10 x 2 = 20**

1. List out any four Schools of Management thoughts.
2. What is Benchmarking?
3. Mention any two benefits of Job Analysis.
4. Write the components of Pay structure.
5. State any two purposes of Performance Appraisal.
6. What is Human Resource Accounting?
7. What is meant by Off-the Job Training?
8. Expand a) OBT b) CBT
9. Differentiate Dismissal from Discharge.
10. Write any four causes of Attrition.

**SECTION – B**

**Answer any FOUR questions. Answer to each question should not exceed 300 words. All questions carry equal marks. 4 x 10 = 40**

1. Explain the operative functions of Human Resource Management.
2. Elaborate the process of Human Resource Planning.
3. Describe the process and advantages of 360 Degree Appraisal.
4. Write a short note on a) Training Need Analysis b) Vestibule Training.
5. Discuss the role of HR Manager in retaining the employees in an organization.

**SECTION – C**

**Answer any TWO questions. Answer to each question should not exceed 600 words. All questions carry equal marks. 2 x 20 = 40**

1. Define Corporate Social Responsibility. Discuss the key elements, principles and benefits of Corporate Social Responsibility.
2. Elaborate the Process of Recruitment and Selection. From your Field work experience, justify which is the best method of Recruitment and Selection.
3. Discuss any four methods of Training with suitable illustrations.

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