



LOYOLA COLLEGE (AUTONOMOUS) CHENNAI – 600 034

B.B.A. DEGREE EXAMINATION – BUSINESS ADMINISTRATION

THIRD SEMESTER – APRIL 2025

UBU 3503 – HUMAN RESOURCE MANAGEMENT



Date: 07-05-2025

Dept. No.

Max. : 100 Marks

Time: 01:00 PM - 04:00 PM

SECTION A - K1 (CO1)

Answer ALL the Questions

(10 x 1 = 10)

1. True or False

- a) Human Resource Management is only responsible for handling the company's finances and budgeting.
- b) Job analysis is the process of determining the tasks, duties, and responsibilities of a job.
- c) A layoff refers to the temporary or permanent removal of employees from their job.
- d) Performance appraisal is only about criticizing employees for their mistakes.
- e) Employee welfare refers to the various services, benefits, and programs to its employees.

2. Definitions

- a) HRM
- b) Job design
- c) Training and Development
- d) Potential appraisal
- e) Team building

SECTION A - K2 (CO1)

Answer ALL the Questions

(10 x 1 = 10)

3. MCQ

- a) Which of the following is NOT a function of Human Resource Management?
A) Recruitment and selection
B) Financial budgeting
C) Training and development
D) Employee performance management
- b) Which of the following is NOT typically included in a job specification?
A) Required qualifications
B) Job responsibilities
C) Desired skills and experience
D) Physical requirements
- c) Which of the following is NOT a limitation of training?
A) High cost
B) Time-consuming
C) Guaranteed improvement in performance
D) Lack of immediate results
- d) Which of the following is NOT a method used in performance appraisal?
A) Self-assessment
B) 360-degree feedback
C) Time tracking
D) Managerial review
- e) Which of the following is NOT a characteristic of effective teamwork?
A) Clear communication
B) Shared goals
C) Individual competition
D) Collaboration and trust

4.	Fill in the blanks
a)	Outsourcing involves hiring external _____ to perform tasks or services that could be done internally.
b)	The process of attracting, selecting, and hiring employees is known as _____.
c)	Employee downsizing involves _____ the number of employees in an organization to reduce costs.
d)	A _____ is a process used by organizations to assess and evaluate an employee's job performance.
e)	An employee grievance is a _____ made by an employee.
SECTION B - K3 (CO2)	
Answer any TWO of the following in 100 words each. (2 x 10 = 20)	
5.	Apply the key functions of Human Resource Management to explain how they contribute to an organization's success.
6.	Demonstrate the methods used for collecting job analysis data.
7.	Sketch the steps involved in the selection process of hiring employees.
8.	Explain the key steps involved in the performance appraisal process.
SECTION C – K4 (CO3)	
Answer any TWO of the following in 100 words each. (2 x 10 = 20)	
9.	Explain the types of employee welfare facilities in an organization.
10.	Prioritize the skills required for HRM managers.
11.	Appraise the key HR benefits and challenges faced by organizations.
12.	Infer the new methods of training in an organizations to develop its employees.
SECTION D – K5 (CO4)	
Answer any ONE of the following in 250 words (1 x 20 = 20)	
13.	Assess the different methods of performance appraisal.
14.	Analyse the steps involved in the grievance procedure to resolve employee complaints effectively.
SECTION E – K6 (CO5)	
Answer any ONE of the following in 250 words (1 x 20 = 20)	
15.	Construct a basic explanation of the objectives and factors affecting human resource planning.
16.	Explain the various stress Management Techniques in improving employee well-being.

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