



LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034

B.B.A. DEGREE EXAMINATION – BUSINESS ADMINISTRATION

FIFTH SEMESTER – NOVEMBER 2014

BU 5505 - HUMAN RESOURCE MANAGEMENT

Date : 07/11/2014
Time : 09:00-12:00

Dept. No.

Max. : 100 Marks

SECTION –A

Answer ALL the questions:

(10x 2=20)

1. Define HRM.
2. Mention any three qualities of a good HR manager.
3. What do you mean by attrition management?
4. What is outsourcing?
5. What is Curriculum vitae?
6. What is campus interview?
7. Bring out the features of competency management.
8. What is mentoring?
9. List the objective of appraisals.
10. Point out some of the non-monetary incentives.

SECTION –B

Answer any FOUR questions:

(4x10=40)

11. Explain the nature and characteristics of human resource management.
12. Mention the changing roles of Hr managers.
13. Explain the concept of ERP technologies.
14. Explain the benefits of human resource audit.
15. Explain the different types of tests.
16. Discuss the advantages of performance appraisal.
17. Explain the various causes of employee grievances.

SECTION –C

Answer any TWO questions:

(2x 20=40)

18. Discuss the difficulties and challenges faced by the HR manager.
19. Explain the process of HRP.
20. Explain the various stages involved in the selection of candidates for jobs.
21. Discuss the various methods of training.

\$\$\$\$\$\$