



LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034

B.Com. DEGREE EXAMINATION – COMMERCE

FIFTH SEMESTER – APRIL 2017

CO 5502- HUMAN RESOURCE MANAGEMENT

Date: 22-04-2017
Time: 01:00-04:00

Dept. No.

Max. : 100 Marks

SECTION A (10x2=20)

Answer all the Questions

1. Who is an HR manager?
2. What is manpower planning?
3. Briefly explain 'job specification'.
4. Write a note on application blank.
5. List down the various stages in Recruitment
6. State the importance of training.
7. Write note on Any two methods of 'on the job training'.
8. What does appraisal-counseling mean?
9. Define motivation.
10. When is Exit interview done?

SECTION B (4x10=40)

Answer any FOUR questions

11. Explain the qualities of a good HR Manager.
12. Describe the key functions of HRM.
13. Write short notes on a) Job Analysis b) Job Description
14. Explain the various kinds of Interviews.
15. How is assessment of training needs carried out?
16. Explain the various strategies of managing grievances and discipline of employees.
17. Explain the Maslow's need hierarchy theory of motivation.

SECTION C (2x20=40)

Answer any TWO Questions

18. Describe the challenges and problems faced by an HR Manager
19. Explain in detail the internal and external recruitment sources.
20. What are the various ways to evaluate the effectiveness of a training program?
21. Explain in detail the different kinds of Performance Appraisals?
