

FIFTH SEMESTER B.Com. DEGREE EXAMINATION, NOVEMBER 2016

(CUCBCSS—UG)

BCM 5B 09—HUMAN RESOURCE MANAGEMENT

Time : Three Hours



Maximum : 80 Marks

Part I

Answer all questions.
Each question carries 1 mark.

**COMMERCE
FACTORY****A. Choose the correct answer from the choices given :**

- 1 The basic drivers that give the urge to take up a certain career is called :
 - (a) Career goals. ✓
 - (b) Career anchors.
 - (c) Career paths.
 - (d) Career guide.
- 2 The objective of executive development is enhancing :
 - (a) Thinking skill.
 - (b) Job skill.
 - (c) Managerial skill. ✓
 - (d) Decision making skill.
- 3 The method used in government organizations to appraise the employees :
 - (a) Ranking method.
 - (b) Grading method.
 - (c) Paired comparison method
 - (d) Confidential report. ✓
- 4 The process of increasing the knowledge and skills of an employee for doing a particular job is :
 - (a) Development.
 - (b) Education.
 - (c) Training. ✓
 - (d) Induction.
- 5 The consideration for wage payment is :
 - (a) External equity.
 - (b) Ability to pay.
 - (c) Statutory regulation.
 - (d) All of these. ✓

B. Fill in the blanks :

- 6 _____ is the process that reduces the number of employees working in an organisation.
- 7 _____ is the process of collecting information about a job.
- 8 The payment of wages on the basis of number of items produced is called _____.
- 9 _____ is a statement which describes the minimum qualities required to perform a job.
- 10 The downward movement of an employee in the organisational hierarchy with lower ranks and pay is called _____.

(10 × 1 = 10 marks)

Turn over

Part II

*Answer any eight questions.
Each question carries 2 marks.*

- 11 What do you mean by maintenance of employees ?
- 12 Define HRM. ✓
- 13 What is ergonomics ?
- 14 What is sensitivity training ?
- 15 Distinguish between wage and salary.
- 16 What is BARS ?
- 17 What do you mean by incentives ?
- 18 What is job enlargement ?
- 19 What do you mean by HRD ?
- 20 What do you mean by MBO ?

(8 × 2 = 16 marks)

Part III

*Answer any six questions.
Each question carries 4 marks.*

- 21 Explain the process of executive development programme.
- 22 What are the objectives of human resources management ?
- 23 What are the essentials of a sound wage and salary structure ?
- 24 How can the effectiveness of a training programme be evaluated ?
- 25 Explain the techniques used for job analysis.
- 26 What are the problems in performance appraisal ?
- 27 What are the causes of employee grievances ?
- 28 What are the sources of recruitment ?

(6 × 4 = 24 marks)

Part IV

*Answer any two questions.
Each question carries 15 marks.*

- 29 Explain the process of manpower planning.
- 30 Explain various methods of training employees in an organization.
- 31 What is meant by the term career ? Outline the process of career planning clearly.

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(2 × 15 = 30 marks)

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BCM 5B 09—HUMAN RESOURCE MANAGEMENT

(Multiple Choice Questions for SDE Candidates)

Time : 15 Minutes

Total No. of Questions : 20

Maximum : 20 Marks

INSTRUCTIONS TO THE CANDIDATE

1. This Question Paper carries Multiple Choice Questions from 1 to 20.
2. The candidate should check that the question paper supplied to him/her contains all the 20 questions in serial order.
3. Each question is provided with choices (A), (B), (C) and (D) having one correct answer. Choose the correct answer and enter it in the main answer-book.
4. The MCQ question paper will be supplied after the completion of the descriptive examination.

BCM 5B 09—HUMAN RESOURCE MANAGEMENT**(Multiple Choice Questions for SDE Candidates)**

1. HRD is related to :
 - (A) Work improvement.
 - (B) Error.
 - (C) Profit.
 - (D) Pricing.
2. In a wage system where employee is paid a fixed amount irrespective of output is called :
 - (A) Time rate system.
 - (B) Piece rate system.
 - (C) Time cum bonus system.
 - (D) Piece cum bonus rate system.
3. In which of the wage payment system an employee will be least interested in enhancing output.
 - (A) Time rate system.
 - (B) Piece rate system.
 - (C) Bonus payment system.
 - (D) Time cum piece rate system.
4. Rowan plan is a :
 - (A) Incentive plan.
 - (B) Motivation.
 - (C) Task.
 - (D) Work.
5. Job factors includes.
 - (A) Suspension.
 - (B) Wages.
 - (C) Salary.
 - (D) All of these.
6. Method of merit rating is :
 - (A) Point Method.
 - (B) Ranking procedure.
 - (C) Grading Method.
 - (D) All of these.
7. Under this approach every employee of an organization is considered as a human resource.
 - (A) Human resource.
 - (B) Human relation.
 - (C) Judicial.
 - (D) Group.
8. _____ is the process of negotiation between employers and the representatives of a unit of employees aimed at reaching agreements that regulate working conditions.
 - (A) Participation management.
 - (B) Collective bargaining.
 - (C) Code of conduct.
 - (D) None of these.

9. Quality circle concept was originated in :
- (A) USA. (B) China.
(C) India. (D) Japan.
10. _____ it is concerned with the determination of the number of personnel required in an organization.
- (A) Human resource planning. (B) Job analysis.
(C) Motivation. (D) Human welfare.
11. All formal procedures used in working organization to evaluate personalities and contributions and potential of group members is :
- (A) Job designing. (B) Job evaluation.
(C) Merit rating. (D) Job planning.
12. The technique developed to reduce bias and establish objective standards of comparison between individuals is :
- (A) Forced distribution method. (B) Grading method.
(C) Paired comparison method. (D) Graphic rating scale.
13. The method used in government organizations to appraise the employees
- (A) Ranking method. (B) Grading method.
(C) Paired comparison method. (D) Confidential report.
14. The rating of an employee high or low on the basis of general impression.
- (A) Personal bias. (B) In consistent rating.
(C) Average rating. (D) Halo effect.
15. The formulation and implementation of policies and programmes related to wages, salary, and other forms of employees compensation.
- (A) Compensation. (B) Supplementary compensation.
(C) Salary administration. (D) None of these.
16. Job _____ simply means the shifting of an employee from one job to another without any change in the nature of job.
- (A) Simplification. (B) Enlargement.
(C) Rotation. (D) Enrichment.

Turn over

17. _____ is a process of searching for prospective employees and stimulating them to apply for more jobs in the organization
- (A) Induction. (B) Selecting.
(C) Placement. (D) Recruitment.
18. _____ is related with a decision to place a selected individual in one job than other.
- (A) Placement. (B) Selection.
(C) Recruitment. (D) Induction.
19. Under this method the new worker is placed on a regular job and training is given by his immediate supervisor at the working place itself.
- (A) Off the job training. (B) On the job training.
(C) Remedial training. (D) None of these.
20. _____ is a joint programme of training conducted by educational institutions and business firm.
- (A) Internship training. (B) Learner training.
(C) Class room training. (D) Vestibule training.