

LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034

B.B.A. DEGREE EXAMINATION – BUSINESS ADMINISTRATION

FIFTH SEMESTER – APRIL 2010

BU 5505/BU 5502 - HUMAN RESOURCE MANAGEMENT

Date & Time: 03/05/2010 / 1:00 - 4:00 Dept. No.

Max. : 100 Marks

PART – A

Answer ALL questions:

(10 x 2 = 20 marks)

1. What is Human Resource Management?
2. What is the basic objective of Human Resource Management?
3. What is Job Analysis?
4. What is Job Specification?
5. Bring out any two differences between recruitment and selection.
6. What is Gate Hiring?
7. Bring out the differences between training and development.
8. What is Job Rotation?
9. What is Performance Appraisal?
10. What is meant by grievance?

PART – B

Answer any FIVE questions:

(5 x 8 = 40 marks)

11. What are the qualities of a good Human Resource Manager?
12. What are the objectives of Human Resource Planning?
13. What is In-basket Exercise?
14. What are the types of interview?
15. What is Role Playing?
16. What are the types of discipline?
17. Explain the process of motivation.
18. What is the role of Human Resource Manager?

PART - C

Answer any TWO questions:

(2x20= 40 marks)

19. Discuss the various methods of on-the-job training.
20. Discuss the various types of tests used in human resource management.
21. Discuss the steps in the process of performance appraisal.

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