

**LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034**

B.B.A. DEGREE EXAMINATION – BUSINESS ADMINISTRATION

FIFTH SEMESTER – November 2009

**BU 5502 - HUMAN RESOURCE MANAGEMENT**

Date & Time: 10/11/2009 / 9:00 - 12:00 Dept. No.

Max. : 100 Marks

**PART – A**

**Answer ALL Questions**

**(10 x 2 = 20 marks)**

1. What constitutes 'Personality' of individuals?
2. Define 'Values' and what are its kinds?
3. What is recruitment?
4. What do you understand by 'Morale' in an organization?
5. When is an employee aggrieved?
6. What is grapevine?
7. Can conflict be positive in an organization? Give an example.
8. What do you mean by 'off the job training'?
9. What do you mean by job matching?
10. Explain factor comparison method of determining compensation for workers.

**PART – B**

**Answer any FIVE questions**

**(5 X 8 = 40 marks)**

11. How are attitudes formed in an individual and how does it affect the performance at work?
12. Write briefly on the relevance of 360 degree appraisal.
13. What are the learning principles that should be kept in mind while planning a Training programme?
14. What are the ways in which the manager's judgment regarding an applicant may be impaired?
15. What are the different types of interviews and their purposes?
16. What are the causes for job dissatisfaction of employees?
17. Explain the pros and cons of 'transfers' in work place.
18. What are the advantages and disadvantages of promotion from within?

**PART – C**

**Answer any TWO questions**

**(2 x 20 = 40 marks)**

19. Discuss the various tests that may be used in a selection process.
20. Explain the various factors that go to create a positive climate in today's organizations.
21. "Conflicts in organizations cannot be avoided but they can only be managed". Do you agree? Give reasons and explain how.

