



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

**B.Com. DEGREE EXAMINATION – CORPORATE SECRETARYSHIP**

**FIFTH SEMESTER – APRIL 2014**

**BC 5400 - PERSONNEL MANAGEMENT**

Date : 09/04/2014  
Time : 01:00-04:00

Dept. No.

Max. : 100 Marks

**PART- A**

**ANSWER ALL QUESTIONS:**

**(10\*2=20)**

1. Define Personnel Management.
2. What is Benchmarking?
3. What is Role Analysis Technique (RAT)?
4. Define Job Analysis.
5. Write a short note on Systematic Depth Interview.
6. Who is an Unsolicited Applicant?
7. What do you mean by 'Vestibule training'?
8. Distinction between 'Training' and 'Development'.
9. Who can be an Appraiser?
10. What do you mean by 'Halo Effect'?

**PART – B**

**ANSWER ANY FIVE QUESTIONS:**

**(5\*8=40)**

11. "A good personnel manager is no longer just a hirer and firer of men." Explain this statement and state the desirable traits of an effective personnel manager.
12. Define Manpower Planning and state its objectives.
13. Explain briefly the external sources of Recruitment.
14. How would you determine the training needs of an organization?
15. Explain the Maslow theory of motivation.
16. Explain the factors which have impeded the progress of personnel function in India.
17. Briefly explain the methods of collecting information for a job analysis.
18. Explain the various types of Interviews.

**PART – C**

**ANSWER ANY TWO QUESTIONS:**

**(2\*20=40)**

19. Explain in detail the list of Operative functions of a personnel manager.
20. Discuss the various steps involved in Manpower planning process.
21. Explain the methods of Performance Appraisal.

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