

LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034



B.Com.DEGREE EXAMINATION –COMMERCE

SIXTH SEMESTER – APRIL 2019

16UCO6MC02– HUMAN RESOURCE MANAGEMENT

Date: 03-04-2019

Dept. No.

Max. : 100 Marks

Time: 09:00-12:00

Section A

Answer all the questions

(10x2=20)

1. State any two objectives of HRM?
2. What is quality of work life?
3. What is psychological testing?
4. State any two objectives of performance appraisal?
5. What are fringe benefits?
6. State any two causes of indiscipline?
7. What is sensitivity training?
8. Differentiate between mentoring and coaching?
9. What is conflict?
10. What is succession planning?

Section B

Answer any Four questions

(4x10=40)

11. Explain the criteria for a good appraisal system.
12. What is orientation? Explain importance of training.
13. Explain the steps involved in a grievance procedure.
14. Explain significance and purpose of human resources planning.
15. Explain the steps involved in the selection of staff in an organisation?
16. What are the differences between job description and job specification?
17. Explain the different kinds of employment interviews.

Section C

Answer any Two questions

(2x20=40)

18. Explain the functions of Human resources management.
19. Explain the different sources of recruitment available to HR manager for recruiting sales executives.
20. Explain the different kinds of off the job training programmes.
21. Explain the various methods of performance appraisal.
