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

**M.Com.**DEGREE EXAMINATION – **COMMERCE**

SECONDSEMESTER – APRIL 2018

**17PCO2MC02- HUMAN RESOURCE MANAGEMENT**

Date: 19-04-2018         Dept. No.                    Max. : 100 Marks
Time: 01:00-04:00

## SECTION – A
Answer the following questions                    (10x2=20)

1) What is job analysis?
2) What is E-Recruitment?
3) What do you mean by Compensation?
4) Define HR Planning.
5) State any two importance of HR planning.
6) How do you define Aptitude Test?
7) What is job enrichment?
8) Write a short note on 360 Appraisal.
9) What is work life balance?
10) What do you understand by the term "Human Resources"?

## SECTION – B
Answer any **FOUR** Questions                    (4X10=40)

11) What are the qualities of a good human resource manager?
12) What are the objectives of Human Resource Planning?
13) Define Interviews. What are the common mistakes committed by the interviewer in the Interviews?
14) Explain the process of selection.
15) Explain the objectives of Human Resource Management.
16) What are the advantages of External sources of recruitment?
17) What are the roles of HR Manager?

## SECTION – C
Answer any **TWO** questions          (2x20=40)

18) You are responsible for hiring someone for the post of HR Manager for **Royal Bank Scotland,** which recruitment sources would you use? Why? Which recruitment sources would you avoid? Why?
19) What are the causes of employee grievances in an 1rganization? How can such grievancesbe addressedeffectively?
20) Define Selection. Explain the internal and external source of recruitment.
21) What do you understand by Performance Appraisal? Explain the methods of Performance Appraisal.

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