

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



**B.Com.DEGREE EXAMINATION –COMMERCE**

**FIFTH SEMESTER – APRIL 2018**

**CO 5506– HUMAN RESOURCE MANAGEMENT**

Date: 03-05-2018  
Time: 09:00-12:00

Dept. No.

Max. : 100 Marks

**PART – A**

**ANSWER ALL THE QUESTIONS: (10 X 2 =20 MARKS)**

1. What is HRM?
2. What are HR operations?
3. What is HR planning?
4. What is meant by HR Capital?
5. Define recruitment.
6. What is medical screening?
7. *Define Training.*
8. What do you understand by mentoring?
9. What are appraisals?
10. Define grievance.

**PART – B**

**ANSWER ANY FOUR QUESTIONS: (4 X 10 =40 MARKS)**

11. What are the qualities of a good HR manager? Explain.
12. Bring out the differences between Attrition and Retention management.
13. Bring out the steps involved in the HR planning.
14. Explain the factors that determine recruitment process.
15. Differentiate between Mentoring and Coaching.
16. Differentiate between Training and Development.
17. What are the steps involved in performance appraisals?

**PART – C**

**ANSWER ANY TWO QUESTIONS: (2 X 20 =40 MARKS)**

18. Discuss the difficulties and challenges faced by HR managers.
19. Describe the On-the-job and Off-the-job training methods available.
20. How are the employment tests classified? Explain each of them.
21. Enumerate the traditional methods of performance appraisals.

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