



LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034

M.Com. DEGREE EXAMINATION – COMMERCE

SECOND SEMESTER – APRIL 2023

PCO2MC01 – HUMAN RESOURCE MANAGEMENT

Date: 02-05-2023

Dept. No.

Max. : 100 Marks

Time: 01:00 PM - 04:00 PM

SECTION A K1(C01)

Answer ALL the Questions

1. MCQ

(5 x 1 = 5)

a) Which of the following is a typical cause of employee grievances?

- A. Salary
- B. Working conditions
- C. Poor management practices
- D. Co-workers

b) What is the purpose of performance appraisal?

- A. To measure employee productivity
- B. To measure employee satisfaction
- C. To measure employee attendance
- D. To measure employee salary

c) What is Human Resource Management ?

- A. The management of resources in a humanistic way
- B. The management of people in an organization
- C. The management of finances in an organization
- D. The management of technology in an organization

d) What is Recruitment?

- A. The process of selecting suitable candidates for the job
- B. The process of identifying suitable candidates for the job
- C. The process of hiring suitable candidates for the job
- D. The process of training suitable candidates for the job

e) What is Grievance?

- A. A complaint or dissatisfaction expressed by an employee
- B. A complaint or dissatisfaction expressed by a customer
- C. A complaint or dissatisfaction expressed by a supplier

D. A complaint or dissatisfaction expressed by a shareholder

2.

SECTION A -K2 (CO2)

Answer the following questions

(5 x 1 = 5)

- a) Define HRM.
- b) What is the critical incident method?
- c) Write a short note on Performance Appraisal.
- d) Mention any two objectives of Induction
- e) How do you define Retrenchment?

SECTION B -K3(CO2)

Answer any TWO of the following in 100 words

(3 x 10 =30)

- 3. Distinguish between HRM and Personnel Management.
- 4. Identify the process and problems of Human Resource Planning with suitable illustration.
- 5. Define Recruitment. List out the various sources of recruitment critically.
- 6. Memorize the types of discipline and also identify the causes of Indiscipline.
- 7. Apply your knowledge of training methods by explaining the different types of training, evaluating their strengths and weaknesses, and providing examples of when each type of training would be most effective.

SECTION C K4(CO3)

Answer any TWO of the following in 100 words

(2 x 12.5=25)

8.

What is the potential impact of Airbnb's decision to lay off 30% of its recruiting staff, which affected only 0.4% of its total workforce, and how might this decision reflect the company's overall strategy and financial performance?

9. What do you understand by selection? Summarize the process of selection?
10. What do you mean by Interview? Describe the various types of interviews.
11. What do you understand by human resource planning? Interpret its characteristics.

SECTION D-K5(CO4)

Answer any ONE of the following in 250 words (1 x 15 =15)

12. Explain the causes of grievance? If you are a HR Manager how will you resolve those grievances?
13. Demonstrate the key functions of Human Resource Management (HRM) and how do they contribute to the success of an organization?"

SECTION E K6(CO5)

Answer any ONE of the following in 250 words (1 x 20 = 20)

14. How can you creatively enforce industrial discipline in a workplace to ensure all employees are adhering to company policies?
15. Examine how can employers ensure that remote employees have the necessary technology and equipment to do their job effectively?

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