LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034

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

SECOND SEMESTER – NOVEMBER 2016

CO 2816 - HUMAN RESOURCE MANAGEMENT

Date: 12-11-2016   Dept. No.   Max. : 100 Marks
Time: 01:00-04:00

PART A
Answer **ALL** the Questions 10x2=20

1. How would you define HRM?
2. What is Job Description?
3. What do you understand by MBO?
4. What do you understand by positive Discipline?
5. Define Selection.
6. What is Job evaluation?
7. Bring out any two differences between recruitment and selection?
8. How do you define the term Quality of work life?
9. What do you understand the term Organisation Culture?
10. What do you understand the term 360 degree appraisals?

PART B
Answer any **FOUR** Questions 4x10=40

11. What do you understand by selection? Explain in brief the steps involved in selection procedure.
12. Which method will you use to appraise the performance of Bus Conductor and why? What will you suggest to improve his performance?
13. Define Recruitment. Bring out the factors that influence recruitment.
14. Explain the objectives of Human resource Planning
15. What are the qualities of a good human resource manager?

16. Explain the challenges to be faced by the Modern Human Resource Manager
17. Presume that you have been appointed as a Training Manager of a Large public utility organisation (In the air travel service sector).If you have been asked to identify one most training programme to your employees, what will it be? How would you identify the need for such a training programme? What will be the specific, measurable objectives of the programme? Discuss the possible innovation in the conduct of the training programme and finally how would you evaluate the specific benefits of such a training programme, in quantifiable manner

PART C
Answer any **TWO** Questions 2x20=40

18. What do you mean by training? Explain the various methods of Training.
19. What do you mean by Performance Appraisal? Explain the methods of performance Appraisal followed by Organisations.
20. There are two sets of Human Resource Management functions –Managerial and operative"- discuss these functions.
21. What are the internal and External sources of recruitment? Discuss their relative merits and demerits