



LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034

M.A. DEGREE EXAMINATION – SOCIAL WORK

THIRD SEMESTER – NOVEMBER 2015

SW 3810 - HUMAN RESOURCE MANAGEMENT (HRM)

Date : 03/11/2015

Dept. No.

Max. : 100 Marks

Time : 09:00-12:00

SECTION A

Answer ALL questions. Each answer should not exceed 50 words. (10 x 2 = 20)

1. Define 'Management'.
2. Differentiate between line and staff functions in an organization.
3. Distinguish between "Recruitment" and "Selection"
4. What is "Job specification"?
5. How "Salary" is different from "compensation"
6. What do you understand by "Job Enrichment"
7. What is the rationale for "Outsourcing"?
8. What is "Fringe Benefits"?
9. Differentiate between "Performance management" and "Appraisal"
10. What do you understand by "Total Productivity Maintenance"?

SECTION - B

Answer any FOUR questions. Each answer should not exceed 300 words.

(4 x 10 = 40)

11. What are the different sources of recruitments?
12. Write a note on the processes involved in training need analysis?
13. Enumerate the procedures to be followed for Voluntary Retirement Scheme?
14. Explain competency mapping? What are the competencies required for a HR Manager?
15. Detail the People Capability Maturity Model(PCMM).

SECTION- C

Answer any TWO questions. Each answer should not exceed 600 words.

(2 x 20 = 40)

16. Discuss the implications of shift from Personnel Management to HRM.
17. Elaborate on the process to be followed in Total Quality Management?
18. What are the procedures to be followed in conducting a "Domestic Enquiry"?
