



LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034

M.A. DEGREE EXAMINATION – SOCIAL WORK

THIRD SEMESTER – NOVEMBER 2016

SW 3810 - HUMAN RESOURCE MANAGEMENT (HRM)

Date: 01-11-2016
Time: 09:00-12:00

Dept. No.

Max. : 100 Marks

SECTION A

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

1. Define Management.
2. What are the 'Managerial Functions'?
3. What is Outsourcing?
4. Define Benchmarking.
5. What is meant by Job Description?
6. List out any four methods of Human Resource Forecasting
7. How do you calculate attrition rate?
8. What is On-the Job Training?
9. What is Exit-Interview?
10. Define Retrenchment.

SECTION – B

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

(4 x 10 = 40)

11. Explain the concept and importance of Corporate Social Responsibility.
12. What are the various types of 'Off-the-job trainings'?
13. Elucidate the different roles of a Manager according to Mintzberg.
14. Elaborate on "Management Movement".
15. Highlight the role of Human Resource Professional in facilitating retention of high performing employees.

SECTION – C

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

(2 x 20 =40)

16. Discuss the different types of performance appraisal.
17. Differentiate between Personnel Management and Human Resource Management?
18. Elaborate on Total Quality Management.
