



LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034

M.A. DEGREE EXAMINATION – SOCIAL WORK

THIRD SEMESTER – NOVEMBER 2017

16PSW3MC04 – HUMAN RESOURCE MANAGEMENT

Date: 03-11-2017

Dept. No.

Max. : 100 Marks

Time: 09:00-12:00

SECTION – A

Answer ALL questions. Answer to each question should not exceed 50 words. All questions carry equal marks. 10 x 2 = 20 Marks

1. State any four Principles of Management according to Henri Fayol.
2. Write the Human Resource Management functions?
3. List out any four objectives of Wage and Salary Administration.
4. What do you mean by Succession Planning?
5. Differentiate Training from Development with examples.
6. Mention the four steps involved in Management By Objectives (MBO).
7. Write any four reasons for proposing Voluntary Retirement Scheme (VRS).
8. Differentiate Retrenchment from Lay-Off in Separation process.
9. List out any four Quality determinants in Total Quality Management.
10. State the various levels in PCMM Architecture?

SECTION – B

Answer any FOUR questions. Answer to each question should not exceed 300 words. All questions carry equal marks. 4 x 10 = 40 Marks

11. Highlight the Competencies of Human Resource Manager.
12. Write a short note on Employee Stock Option Plan (ESOP).
13. Discuss any two traditional methods of Performance Appraisal system with suitable illustrations.
14. Bring out the need and importance of Exit Interview.
15. Trace out the four perspectives and steps in implementation of Balanced Scorecard.

SECTION – C

Answer any TWO questions. Answer to each question should not exceed 600 words. All questions carry equal marks. 2 x 20 = 40 Marks

16. Describe in detail the nature, sources, process and benefits of Job Analysis based on your Field Work experience.
17. Explain concept, causes and effects of Attrition and suggest suitable retention strategies of HR Managers to retain employees.
18. Elucidate the various types, process and advantages of Benchmarking.
