LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034

M.A. DEGREE EXAMINATION – SOCIAL WORK

THIRD SEMESTER – NOVEMBER 2022

PSW 3505 – HUMAN RESOURCE MANAGEMENT

Date: 23-11-2022   Dept. No.   Max. : 100 Marks
Time: 09:00 AM - 12:00 NOON

PART-A

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

1. Name any four authors of Management thoughts.
2. State any four roles of HR Manager during Covid19 pandemic.
3. Differentiate Job Specification from Job Description.
4. List out any four test in Selection process.
5. What do you mean by Training Need Analysis?
6. Expand : a) MBO   b) BARS
7. What is the purpose of Exit Interview?
8. Mention any four reasons for proposing Voluntary Retirement Scheme.
9. State the concept of E-HRM.
10. Write any two purpose of Balanced Scorecard.

PART –B

Answer any *Four* questions. Each answer should not exceed 300 words.   (4 x 10 = 40 Marks)

11. Bring out the Principles of Management with suitable illustrations.

12. Narrate the advantages and disadvantages of various sources of Recruitment. .

13. Outline the need and significance of any two modern methods of Performance Appraisal.

14. Illustrate the causes of Attrition and explain the role of HR in retaining employees.

15. Trace out the characteristics and principles of Total Quality Management.

PART -C

Answer any *Two* questions. Answer should not exceed 600 words.   (2 x 20 = 40 Marks)

16. Elaborate the features and process of Human Resource Planning based on your Field work experience.

17. Describe in detail the types of Training with an appropriate examples.

18. Elucidate the concept, features, evolution, methodology and process of Six Sigma.

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