



LOYOLA COLLEGE (AUTONOMOUS) CHENNAI – 600 034

B.B.A. DEGREE EXAMINATION – BUSINESS ADMINISTRATION

THIRD SEMESTER – NOVEMBER 2024

UBU 3503 – HUMAN RESOURCE MANAGEMENT



Date: 22-11-2024

Dept. No.

Max. : 100 Marks

Time: 09:00 am-12:00 pm

SECTION A - K1 (CO1)

Answer ALL the Questions

(10 x 1 = 10)

1. Answer the following

- a) Define e-HRM.
- b) What is mean HR Audit?
- c) Meaning of Human Resource Development.
- d) Define 360-degree feedback.
- e) Define Employee Assistance.

2. MCQ

- a) What is the primary objective of HRM?
 - a) Reduce costs
 - b) Maximize employee performance
 - c) Increase production
 - d) Improve marketing strategies
- b) **Job specifications include _____**
 - a) Job title
 - b) Job duties
 - c) Required qualifications
 - d) Company policies
- c) _____ is the primary purpose of employee selection.
 - a) To reduce costs
 - b) To identify the best fit for the organization
 - c) To enhance training
 - d) To increase turnover
- d) _____ **Potential appraisal.**
 - a) Evaluating past performance only
 - b) Assessing an employee's ability to grow and succeed in the future
 - c) Providing no feedback
 - d) Ignoring training needs
- e) Which of the following best describes teamwork?
 - a) Individual performance
 - b) Collaborative effort towards a common goal
 - c) Competition among employees
 - d) Lack of communication

SECTION A - K2 (CO1)**Answer ALL the Questions****(10 x 1 = 10)****3. Match the following**

- a) Strategic HRM - Required qualifications
- b) Job specifications- Techniques to control and reduce stress
- c) A lay-off- Aligning HR strategies with business goals
- d) Potential appraisal - Temporary removal of employees
- e) Stress Management - Future growth and development potential

4. True or False

- a) HRM focuses solely on the hiring process.
- b) Recruitment only involves attracting candidates.
- c) Training is primarily focused on immediate job skills, while development prepares employees for future roles.
- d) Effective performance appraisal helps in identifying training and development needs.
- e) All organizations must have a grievance procedure in place to handle employee complaints effectively.

SECTION B - K3 (CO2)**Answer any TWO of the following in 100 words each.****(2 x 10 = 20)**

- 5. Identify the roles and skills required for an effective HR Manager.
- 6. Explain the steps in the employee selection process in an organization.
- 7. Identify and describe at least four methods of performance appraisal.
- 8. Examine the role of teamwork in enhancing organizational performance.

SECTION C – K4 (CO3)**Answer any TWO of the following in 100 words each.****(2 x 10 = 20)**

- 9. Examine the process of Human Resource Planning (HRP) and discuss the factors affecting it.
- 10. Analyze the common issues faced during an HR audit and explain how organization mitigate these issues.
- 11. List and describe new training techniques currently being used.
- 12. Compare and contrast different kinds of discipline in the workplace. Discuss the advantages and disadvantages of each type.

SECTION D – K5 (CO4)**Answer any ONE of the following in 250 words****(1 x 20 = 20)**

- 13. **Evaluate the importance of having a grievance procedure in place.** What steps should organizations take to ensure the procedure is effective?
- 14. Discuss the various methods for collecting job analysis data, including their advantages and disadvantages.

SECTION E – K6 (CO5)**Answer any ONE of the following in 250 words****(1 x 20 = 20)**

- 15. Elaborate the recruitment process, challenges, and best practices in the context of Indian organizations.
- 16. Formulate the importance of integrating succession planning with executive development. How can this integration benefit an organization?

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