 LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034

**M.Com.** DEGREE EXAMINATION - **COMMERCE**

FOURTH SEMESTER – APRIL 2012

# CO 4803 - HUMAN RESOURCES MANAGEMENT

Date : 18-04-2012 Dept. No. Max. : 100 Marks

Time : 1:00 - 4:00

**S­­­ECTION – A**

**Answer all ten questions: 10 x 2 = 20 marks**

1. What is meant by environment scanning?
2. List any two challenges faced by a Human Resource Manager.
3. What is competency mapping?
4. Give the meaning of performance appraisal.
5. What do you mean by Job enlargement?
6. Bring out any two important objectives of Human Resource Planning.
7. What is Quality of work life?
8. What is meant by workers participation?
9. What is the meaning of 360 degree appraisal?
10. Give the meaning of mentoring.

**SECTION – B**

**Answer any five questions: 5 x 8 = 40 marks**

1. Briefly explain the operative function of HRM.
2. Bring out the importance of training.
3. Explain the methods of job evaluation.
4. What do you think are the various ways in which grievances in an organization can be discovered?
5. Explain the HRD culture.
6. Discuss the welfare services adopted in an organisation.
7. Explain job analysis. What are the methods of data collection for this process?
8. Bring out the techniques used in organizations for solving deficit man power.

**SECTION – C**

**Answer any two questions: 2 x 20 = 40 marks**

1. Explain the types of wage incentive plans in detail.
2. Discuss the various internal and external sources of recruitment, bringing out their merits and demerits.
3. What are the various schemes of workers participation in management in India?

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