



LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034

B.com. DEGREE EXAMINATION – COMMERCE

FIFTH SEMESTER – NOVEMBER 2013

CO 5502 – HUMAN RESOURCES MANAGEMENT

Date : 09/11/2013
Time : 9:00 - 12:00

Dept. No.

Max. : 100 Marks

SECTION – A

Answer **ALL** questions:

(10x2=20)

1. Define Human Resource Management.
2. What is Human Resource Planning?
3. What are the benefits of training to employees?
4. Define Recruitment.
5. What is job specification?
6. Define Grievance.
7. What is performance appraisal?
8. Mention any two principles of training.
9. What are the internal sources of recruitment?
10. List any two challenges faced by a HR manager in a 'services' based organization.

SECTION – B

Answer any **FOUR** questions:

(4x10=40)

11. Explain the external sources of recruitment.
12. Explain the qualities of Human Resource Manager.
13. What is job description? What are its contents?
14. What are the objectives of Human Resource Management?
15. What are the methods used to evaluate a training programme?
16. What is Discipline? Describe the types of discipline.
17. Explain the important types of interviews.

SECTION – C

Answer any **TWO** questions:

(2x20=40)

18. Describe the steps involved in selection procedure.
19. Explain the various methods of training employees with the merits and demerits.
20. Describe the managerial and operative functions of Human Resource Management.
21. Explain the essentials of an effective performance appraisal system.

\$\$\$\$\$\$