Ty B Com / Paper / Subject Code: 83014 / Commerce VI / 405

(3 Hours)

2019

Marks : 100

N.B. 1. All questions are compulsory 2. Figures to the right indicate full marks

- 1. (A) Select the most appropriate answer from the options given below (ANY TEN) (10)
 - 1) ______refers to studying and collecting information about operations and responsibilities of a specific job.
 - a) Job Designb) Job descriptionc) Job analysisd) job specification

2) _____ refers to putting right man for the right job.

- a) Selection b) Recruitment c) Placement d) None of these
- 3) _____ is a technique of E-Selection.
 - a) Group Discussion
 - c) Personal Interviews
- b) Campus interviewd) Key word search

4) Human Resource Development leads to

- a) Personal Development
- c) Career Development
- b) Organisational Developmentd) All of these
- 5) Performance appraisal is needed for
 - a) Managers
 - c) Permanent employees
- b) Temporary Employees
- d) All type of employees
- 6) helps to improve employee's mental health and wellbeing.
 - a) Counseling
 - c) Training

b) Mentoring

d) Career guidance

- a) Theory Z c) Theory X
- b) Theory Yd) ERG Theory
- is an act of stimulating someone or oneself to a desired course of action.
- a) Motivation
- c) Communication
- b) Moraled) Emotional Quotient
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9) is a feeling of injustice at the workplace.			
	a) Grievance c) Counselling	b) Attrition d) Engagement	
10)	p	opularized the concept of Learning Organisations through	
	his book entitled "The Fifth Discipline".		
		b) Henry Fayol	
	c)Abraham Maslow	d) Peter Senge	
11)	Employee	is the extent to which employees feel passionate and	
	committed to do their job.		
	b) Enrichment	b) Engagement	
	c) Enlargement	d) Endowment	
12)	Employee	involves giving the employees autonomy to take	
	right decisions.		
	b) Empowerment	b) Enrolment	
	c) Education	d) Experiment	
2)	Job Enlargement refers to ve Motion Study is a technique	e of job enrichment.	
3)	Strategic Human Resource	Management has a long term perspective.	
4)	소한 그렇게 잘 많은 것이 가지 않을 것 같아요. 것이 많이	ff the job training programme.	
5) Performance appraisal facilitates promotion decisions.			
6) The organisation has no role in Career planning of the employees.			
7)	Valence is the value that the	individual associates with the outcome or reward.	
8)	Spiritual Quotient is the emp	bloyee's ability to manage emotions at work place.	
		ng procedure, the ruling of the immediate superior is final	
10)) Innovative organizations m	ust give autonomy to employees.	
્રો) Actively disengaged emplo	yees have negative attitude towards the firm.	
12) Verbal comments can also	constitute Sexual Harassment of women at work place.	
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Q2. Answer ANY TWO of the following.

a) Define the term 'Human Resource Management'. Explain the importance of HRM.

- b) What is Human Resource Planning? Explain the steps involved in Human Resource Planning.
- c) Define Recruitment. Discuss the internal sources of recruitment.

Q3. Answer ANY TWO of the following:

- a) Define Human Resource Development. Discuss the functions of Human Resource Development.
- b) Explain the concept of performance appraisal. What are its benefits?
- c) Discuss briefly the importance of Career Planning & Development to employees and employers.

Q.4 Answer ANY TWO of the following

- a) Define Leadership. Explain the Transactional Leadership theory.
- b) What is employee morale? Explain factors affecting employee morale.
- c) Explain the term Employee Grievance. What are the causes of employee grievance in organisations?

Q5) Answer ANY TWO of the following:

- a) What do you mean by Competencies? Explain the classification of Competencies.
- b) Explain the term Human Resource Information System. Discuss its importance.
- c) Explain Employee Absenteeism. What are its causes?

Q6) Write short notes on ANY FOUR of the following

- a. Job Design
- b. Off the job methods of training
- c. Pink's Theory of Motivation
- d. Learning Organisations
- e. Managing Workforce Diversity
- f. Downsizing

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