

2019

(3 Hours)

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 Design
 - b) Job description
 - c) Job analysis
 - d) 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
 - b) Campus interview
 - c) Personal Interviews
 - d) Key word search
- 4) Human Resource Development leads to _____.
 - a) Personal Development
 - b) Organisational Development
 - c) Career Development
 - d) All of these
- 5) Performance appraisal is needed for _____.
 - a) Managers
 - b) Temporary Employees
 - c) Permanent employees
 - d) All type of employees
- 6) _____ helps to improve employee's mental health and wellbeing.
 - a) Counseling
 - b) Mentoring
 - c) Training
 - d) Career guidance
- 7) _____ states that most employees dislike work and lack motivation.
 - a) Theory Z
 - b) Theory Y
 - c) Theory X
 - d) ERG Theory
- 8) _____ is an act of stimulating someone or oneself to a desired course of action.
 - a) Motivation
 - b) Morale
 - c) Communication
 - d) Emotional Quotient

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Q2. Answer ANY TWO of the following. (15)

- 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: (15)

- 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 (15)

- 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: (15)

- 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 (20)

- 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