

TY B Com (sem VI)

MHRM

QP Code : 18334

(2½ Hours)

[ Total Marks : 75

- N. B. :** (1) All questions are compulsory.  
(2) Figures to the right indicate full marks.

1. Answer the following questions (any two) :- 15  
✓ (a) Define Human Resource Management. Explain the significance of HRM.  
✓ (b) Explain the term Job Analysis. Discuss the components of Job Analysis.  
(c) What is the meaning of Selection? Briefly describe selection process for managerial personnel.
2. Answer the following questions (any two) :- 15  
✓ (a) What is Training? Explain the various 'On the Job' methods of Training.  
✓ (b) Define Performance Appraisal. What are the limitations of Performance Appraisal?  
✓ (c) Explain the meaning of Career Planning and Development. Describe its importance.
3. Answer the following questions (any two) :- 15  
✓ (a) What is Leadership? Explain briefly the Transformational and Transactional theories of Leadership.  
(b) Explain the term Employee Morale. What are the factors influencing Employee Morale?  
(c) What is the meaning of Grievance? Explain different causes of employee grievance.
4. Answer the following questions (any two) :- 15  
(a) Explain Spiritual Quotient. What are the factors affecting Spiritual Quotient?  
(b) What is the meaning of Mentoring? Explain the importance of Mentoring.  
(c) Explain the term Counselling. Briefly describe the techniques in Counselling.

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PT-Con. 4132-16.

5. (a) Fill in the blanks by choosing appropriate option :-

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- (i) Human Resource Management is a \_\_\_\_\_ process.  
(a) Product Oriented (b) Consumer Oriented  
(c) People Oriented (d) Market Oriented
- (ii) \_\_\_\_\_ is a process of choosing capable & competent people for the job.  
(a) Recruitment (b) Selection  
(c) Placement (d) Performance Appraisal
- (iii) Salary and bonus payment are \_\_\_\_\_ factors of motivation.  
(a) Negative (b) Monetary  
(c) Non-monetary (d) All of these
- (iv) \_\_\_\_\_ leader takes all decisions by himself, without consulting the subordinates.  
(a) Paternalistic (b) Participative  
(c) Laissez-Faire (d) None of these
- (v) \_\_\_\_\_ is an element of emotional quotient.  
(a) Self awareness (b) Social awareness  
(c) Relationship management (d) All of these

(b) State whether following statements are True or False :-

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- (i) Human Resource Information System (HRIS) has been derived from the concept of Management Information System.
- (ii) Job Design is a part of Job Analysis.
- (iii) Human Relations influence employee performance.
- (iv) Induction training is important for promotion of employees.
- (v) Gate hiring is an external source of recruitment.

(c) Match the following :-

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**Group 'A'**

**Group 'B'**

- |                              |  |
|------------------------------|--|
| (1) Employee Welfare         | (a) Technique of Performance Appraisal |
| (2) Exit Interview           | (b) Off-the-job Training method        |
| (3) Management by Objectives | (c) Vertical progression of the job    |
| (4) Vestibule Training       | (d) Human Resource Management          |
| (5) Job Enrichment           | (e) Horn Effect                        |
|                              | (f) Employee's resignation             |
|                              | (g) Situational Leadership style       |

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