

TyBcom (M)

Duration 2 $\frac{1}{2}$ Hours

Total Marks - 75

- (31)
- N.B. 1. All Questions are compulsory.
2. Figures to the right indicate full marks.

Q.1 Answer the following questions (any two)

- (15)
- Define the term Human Resource Management. Explain the significance of HRM.
 - What is job analysis? Explain its components in detail.
 - Explain different types of interviews.

Q.2 Answer the following questions (any two)

- (15)
- Define the term training. Explain various methods of training.
 - What is performance appraisal? What are the limitations of performance appraisal?
 - Explain the importance of career planning and development to employees.

Q.3 Answer the following questions (any two)

- (15)
- Explain the significance of human relations in an organisation.
 - Explain William Ouchi's Theory Z of motivation.
 - What do you know by grievance? Explain the causes of grievances.

Q.4 Answer the following questions (any two)

- (15)
- Discuss factors affecting emotional quotient.
 - What is Counselling? Explain various techniques in counselling.
 - Explain the need for managing workforce diversity and the challenges faced in managing workforce diversity.

A.5 a) Fill in the blanks by selecting appropriate option.

- (05)
- _____ is the process of estimating future manpower needs of the organization.
a) Promotion
b) Placement
c) Recruitment
d) Human resource planning
 - _____ leads to horizontal expansion in the job.
a) Job simplification
b) Job rotation
c) Job enlargement
d) Job analysis

3. _____ involves shifting the employees from one job to another.
- a) Apprenticeship
b) Coaching
c) Understudy
d) Job rotation
4. Theory X assumes _____ approach of the managers towards employees.
- a) Traditional
b) Professional
c) General
d) Natural
5. _____ is the gradual reduction in the workforce through resignation, retirement and death.
- a) Employee turnover
b) Attrition
c) Outsourcing
d) None of these

B) State whether following statements are true or false. (05)

1. Job satisfaction results in greater commitment on the part of employees.
2. Halo effect occurs when an employee is evaluated on the basis of one positive quality.
3. Only financial incentives act as motivating factors.
4. The leader who follows laissez-faire style is respected as a fatherly figure in an organisation.
5. Under emotional intelligence there is no scope for social awareness.

C) Match the following pairs. (05)

Group 'A'	Group 'B'
1. Human Resource Development	a. Proactive
2. Vestibule Training	b. Reactive
3. Transformational leadership	c. Improving human skills
4. Workforce diversity	d. Training provided in hall
5. Mentoring	e. Differences in employees
	f. Training provided in simulator
	g. Guidance given by a senior to a new recruit