

18
2018

Q.P. Code :31280

[Time: 2½ Hours]

[Marks: 75]

- N.B:** Please check whether you have got the right question paper.
1. All questions are compulsory.
 2. Figures to the right indicate marks.

Q.1 Answer any two of the following

15

- a) Define Human Resource Management. Explain the scope of Human Resource Management.
- b) Explain the term Human Resource Planning Briefly explain the steps involved in Human Resource planning.
- c) What is the meaning of Recruitment? Explain the external sources of recruitment.

Q.2 Answer any two of the following

15

- a) What is training? Explain the various on the Job methods of training.
- b) Define performance Appraisal. What are the benefits of performance Appraisal.
- c) Explain the meaning of Career planning & Development. Describe its importance.

Q.3 Answer any two of the following

15

- a) What is leadership? Explain different styles of leadership.
- b) Explain theory X & Theory Y of motivation.
- c) Explain the term Grievance. Briefly explain the procedure for redressal grievance.

Q.4 Answer any two of the following

15

- a) What is emotional Quotient? Explain the factors affecting emotional Quotient.
- b) What is the meaning & importance of mentoring.
- c) Explain workforce diversity & downsizing as two challenges before HR management.

Q.5 A) Fill in the blanks by choosing the appropriate options given below.

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- i. _____ is a plan or a sketch of the job to be done.
 - a Job Design
 - b Job enlargement
 - c Performance
 - d Job Opportunity
- ii. Employment tests facilities selection of _____ candidates.
 - a Competent
 - b Average
 - c Incompetent
 - d Below average
- iii. Conference & seminars are _____ method of management development
 - a On the Job
 - b Effective
 - c Off the job
 - d ineffective

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iv. High employee _____ is a state of mind where the employee has high enthusiasms to work.

- a Motivation
- b leadership
- c Moral
- d all of the above

v. _____ is an exclusive one to one relationship

- a Mentoring
- b lecturing
- c team building s
- d none of the above

Q.5 B) State whether the following statements are true or false.

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1. Human resource planning necessitates job analysis.
2. Motivation can be positive or negative.
3. The basic purpose of counseling is to assist the individual to make their own decision.
4. Human relation is not and inter disciplinary concept.
5. Human resource Accounting is compulsory in India.

C) Match the following

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Group A	Group B
1 job description	a developing skills and competences
2 HRD	b Quantifying human resource in monetary terms.
3 Better human relation	c Job title
4 Human resource Accounting	d Ability to behave with compassion
5 Spiritual intelligence	e Reduces absenteeism & labour turnover
