

[Time: 02:30 Hours]

[Marks:75]

Please check whether you have got the right question paper.

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

- Q.1 Answer the following questions (any two) 15
- Define Human Resource Management. Explain the features of HRM.
  - Explain the term Job Analysis. What are the components of Job Analysis?
  - Explain the term recruitment. Discuss the various sources of recruitment.
- Q.2 Answer the following questions (any two) 15
- Define the term training. Explain the methods of on the job training.
  - Explain the limitations of Performance Appraisal.
  - What is Career Planning and Development? Explain its importance.
- Q.3 Answer the following questions (any two) 15
- What do you mean by Leadership? Explain the different styles of Leadership.
  - What is Motivation? Explain William Quchi's theory Z of Motivation.
  - Define the term Grievance. Enumerate the causes of Grievance in organisations.
- Q.4 Answer the following questions (any two) 15
- What is Spiritual Quotient? Explain the factors affecting SQ.
  - Explain the techniques of Counselling.
  - Describe the challenges of Human Resource Management in brief.
- Q.5 A) Fill in the blanks choosing appropriate option. 05
- \_\_\_\_\_ is the process of estimating future manpower needs of the organisation.  
a) Promotion      b) Placement      c) Recruitment      d) Human Resource Planning
  - \_\_\_\_\_ means that the Performance Appraisal is influenced by the past performance.  
a) Horn effect      b) Halo effect      c) spill-over effect      b) None of these
  - According to \_\_\_\_\_ employees are lazy and reluctant to work.  
a) Theory Z      b) Theory Y      c) Theory X      d) ERG theory
  - Under \_\_\_\_\_ leadership style the subordinates take decisions.  
a) Autocratic      b) Laissez Faire      c) Participative      d) Consultative
  - \_\_\_\_\_ is a combination of mental, physical and social qualities.  
a) Emotional quotient      b) Personality      c) Spiritual quotient      d) None of these
- B) State whenever the following statement are true or false.
- Refresher training is meant for updating knowledge.
  - On Campus is an internal source of recruitment.
  - Career planning and development is not for unskilled workers.
  - Attrition is a method of downsizing
  - Good Human relations reduces conflicts

C) Match the following

- 1) Employment test
- 2) Age, qualification & experience
- 3) Transactional Leadership
- 4) Business Games
- 5) Employee Morale

- a) Employee training
- b) Rewards & punishments
- c) Job Specifications
- d) Management Development Programme
- e) Aptitude Test
- f) Mental state
- g) Job Description