Paper / Subject Code: 83014 / Commerce VI

TIME-3 HRS   **MARKS-100**

N.B.   1. All questions are compulsory
        2. Figures to the right indicate full marks

Q. No. 1(A) Select the most appropriate answer from the options given below (Any Ten) 10

1. Human Resource Management is a _____ process.

   a) One-Time   b) Rare
   c) Continuous   d) Rigid

2. _____ is a summary of human qualities required to perform the job effectively.

   a) Job Description   b) Job Specification
   c) Job Rotation   d) Job Enrichment

3. _____ is a prescribed format of the company to obtain information about every candidate applying for the job.
   a) Application Format   b) Application Sheet
   c) Application Book   d) Application Blank

4. Under _____ employees are shifted from one department to another department.
   a) Apprenticeship   b) Job rotation
   c) Understudy   d) Mentoring

5. _____ refers to evaluation of hidden talents and skills of an employee.
   a) Performance Appraisal   b) Training
   c) 360 Degree Appraisal   d) Potential Appraisal

6. _____ is a set of programs to match an employee's career goals with current and future opportunities in the organisation.
   a) Goals Planning   b) Career Planning
   c) Future Planning   d) Succession Planning

7. Theory X assumes _____ approach of the managers towards employees.
   a) Traditional   b) Professional
   c) General   d) Positive

8. Human relations approach has _____ application.
   a) Universal   b) Special
   c) General   d) Financial

9. _____ is the strength of belief that one's work related efforts will result in completion of task.
   a) Valence   b) Instrumentality
   c) Expectancy   d) Autonomy

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10. Employee engagement is the _____ commitment the employee has to the organisation and its goals.
  a) Business
  b) Emotional
  c) Social
  d) Legal

11. Innovation culture is needed to sustain _____ organisations.
  a) Line
  b) Learning
  c) Social
  d) Civil

12. The vision, mission and values set the tone for _____ competencies.
  a) Organisational
  b) Technical
  c) Functional
  d) Core

(B) State whether the following statements are True OR False: (Any Ten)   10
  1. Human Resource Management includes Human Resource Planning and Human Resource Development. T
  2. Job Simplification means breaking down the job in small parts. T
  3. Interview is a one-way communication. F
  4. Organisational analysis is undertaken in the process of identifying training and development needs.
  5. Performance Appraisal may be affected by personal bias of the rater. T
  6. Succession planning is done for all job positions in the organisation. T
  7. Leadership is the activity of influencing people to work forcibly in the organisation. F
  8. Exit interviews are conducted for joining employees. F
  9. Daniel Pink considers motivation as an operating system. T
  10. Employee empowerment can be done through strict supervision and control.
  11. Human Resource Information facilitates Human resource Planning in organisations. T
  12. Employee diversities are very prominent in Multinational Firms. T

Q.No.2 Answer ANY TWO of the following: 15

  a) Discuss the difference between Traditional and Strategic Human Resource Management.
  b) What do you mean by Human Resource Planning? Discuss briefly the steps in Human Resource Planning.
  c) Explain the various Sources of Recruitment.

Q.No.3 Answer ANY TWO of the following: 15
  a) Explain any eight methods of Training and Development.
  b) What is Performance Appraisal? Explain the benefits of Performance Appraisal
  c) Discuss the need for Career Planning and Development.

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Q.No.4 Answer ANY TWO of the following: 15
   a) Explain Maslow's Need Hierarchy Theory of Motivation.
   b) What is an Emotional Quotient? Discuss the factors affecting Emotional Quotient.
   c) What is employee grievance? Discuss causes of employee grievances.

Q.No.5 Answer ANY TWO of the following: 15
   a) What are competencies? Explain the classification of competencies
   b) Explain the term Employee Engagement. What are the different types of Employee Engagement?
   c) Explain the factors affecting work life balance.

Q.No.6 Write short Notes (ANY FOUR) 20
   a) E-Selection
   b) Methods of Evaluating Training Effectiveness
   c) Employee Welfare Measures
   d) Techniques of Counselling
   e) Downsizing
   f) Attrition

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