

TyBCom - 53

Q.P. Code :31278

[Time: 2½ Hours]

[Marks: 75]

Please check whether you have got the right question paper.

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

- Q.1 Answer any two of the following** 15
- a) Define human resource management. Explain its nature.
 - b) What is the meaning of Job Analysis? Discuss the benefits of Job Analysis.
 - c) What is Interview? Explain types of Interview.
- Q.2 Answer any two of the following** 15
- a) What is training? Explain the importance of training.
 - b) What is Performance Appraisal? Explain the traditional methods of Performance Appraisal.
 - c) Write note on Succession planning.
- Q.3 Answer any two of the following** 15
- a) Explain the transformational Theory of leadership.
 - b) What is motivation? Explain the factors influencing motivation.
 - c) What is Grievance? Explain the causes of grievances.
- Q.4 Answer any two of the following** 15
- a) Explain the term Spiritual Quotient. What are the factors affecting Spiritual Quotient?
 - b) What is Counselling? Explain the techniques of Counseling.
 - c) Explain "Sexual Harassment" & "Discrimination" as ethical issues in Human Resource management.
- Q.5 A) Fill in the blanks by choosing the appropriate options given below.** 05
- i. Human Resource management is a _____ Process.
People Oriented
Product oriented
Consumer Oriented
Market Oriented
 - ii. Job rotation is an _____ method of training.
On the job
Off the job
Outdated
Ineffective

iii. An autocratic leader takes _____ decisions.

- Quick
- Slow
- NO
- Unnecessary

iv. Morale is a _____ Concept.

- Psychological
- Physiological
- Political
- Ennionnertel

v. The purpose of downsizing is to achieve _____.

- Rightsizing
- High Moral
- Wrong sizing
- Confidence

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

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- a) Job analysis helps in finalizing pay scale.
- b) Lectures is one of the job methods of training.
- c) The man relations is an inter-disciplinary concept
- d) Theory Z of motivation by William Ouchi is a combination of Theory X & Theory Y.
- e) Employee moral suffers due to attrition.

C) Match the following

05

Group A

Group B

- | | |
|------------------------|---|
| a. Selection | i. Training provided in hall |
| b. Vestibule training | ii. Method of performance Appraisal |
| c. 360 degree | iii. Process of choosing the most suitable candidates |
| d. Emotional Quotient | iv. Reduces labour turnover |
| e. Good human relation | v. Self-awareness |
