

7/4/19

Paper / Subject Code: 11804 / Human Resource Management Banking & Insurance.

Q.P. Code :26023

[Time: 2 $\frac{1}{2}$ 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

- a) "The profile of an HR manager has undergone tremendous change". Explain. 07
 - b) What are the functions associated with HR. 08
- OR
- c) Distinguish between personnel management and human resources management. 07
 - d) Explain organization structure of HRM department. 08

Q.2

- a) Explain the process in manpower planning. 07
 - b) What is succession planning? Explain importance of HRIS for organization. 08
- OR

Q.2

- c) Define transfer and indicate why transfers are necessary. 07
- d) What are the different criteria used for determining promotion. 08

Q.3

- a) State the different stages of selection process used in insurance company. 07
 - b) Explain off-the-job training methods 08
- OR
- c) Suggest some commonly used appraisal techniques for employees of service sector organization. 07
 - d) Explain in brief the different types of separations. 08

Q.4

- a) "Personnel manual is essential for every organization." Explain. 07
 - b) Elaborate on the different methods of Job evaluation. 08
- OR
- c) Explain the process of Job design 07
 - d) What are different methods and techniques of participation? 08

Q.5

- Write short notes on any three 15
- a) Orientation
 - b) Benefits of training
 - c) CRM
 - d) Incentive
 - e) Types of Interview
