

[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 A) State whether the following statements are True / False (Any 8)
- a) Effective management of human resources has national significance.
 - b) Globalisation has led to outsourcing of jobs.
 - c) The critical incident method is used for job evaluation
 - d) In job rotation, the employee is shifted from one job to another.
 - e) Promotion comes as an incentive to employees.
 - f) Job postings are an external sources of recruitment.
 - g) Off the job training is to improve knowledge about latest developments.
 - h) Performance appraisal serves as a two fold purpose
 - i) Incentives may be individual based or group based.
 - j) Employees feel isolated if they feel that their are not having on impact on the organization.

B) Match the columns (Any 7)

07

A	B
1) SHRM	a) Middle large core assigned
2) Job Enrichment	b) Use of company credit card
3) HR planning	c) Efficient Training of workers
4) External recruitment	d) Poaching
5) Training	e) Horizontal Job loading
6) Central Tendency Error	f) Focuses on business level outcomes
7) Key executive benefits	g) Includes empowering employees
8) Effective TQM	h) Personnel or manpower planning
9) Competitors	i) Costly
10) Job enlargement	j) Improve speed & accuracy

- Q.2 a) Discuss the role and functions of human resources manager in insurance sector. 08
b) Explain with diagram common structure of the human resources department 07
- OR**
- c) Describe the different factors that affect job design. 08
d) Explain the objectives of human resources planning. 07
- Q.3 a) Define promotion and elaborate on promotion by seniority & promotion by merit. 08
b) What is recruitment? Explain the internal sources of recruitment 07
- OR**
- c) Explain the selection procedure in the Banking Sector. 08
d) Elaborate on the different types of interviews. 07
- Q.4 a) What are the different methods of Training & development? 15
- OR**
- c) Describe the human errors in performance appraisal. 08
d) What are the factors affecting wages and salaries? 07
- Q.5 a) Explain the different types of fringe benefits. 08
b) Describe the different methods and techniques of employees participation. 07
- OR**
- Write short notes (Any 3) 15
- a) Globalisation & HRM
b) Job specification
c) Job enlargement
d) Factors affecting HRP
e) Types of transfer
