



Reg. No. :

Name :

Fourth Semester B.B.A. Degree Examination, June 2015
Career Related First Degree Programme Under CBCSS
Group 2(b)
Core Course BM 1442 : HUMAN RESOURCE MANAGEMENT
(2011 Admission)

Time : 3 Hours

Max. Weight : 30

SECTION – A

This Section consists of **four** bunches of **four** questions **each**. **Each** bunch carries a weightage of **1**. Answer **all** questions.

I. Choose the most appropriate answer from the following :

- 1) _____ is the full form of ESOP.
 - a) Employee Stock Ownership Plan
 - b) Employee Stock Option Plan
 - c) Employee Stock Opinion Plan
 - d) Employee Stock Offer Plan
- 2) Which basic function of management includes establishing goals and standards, developing rules and procedures and forecasting ?
 - a) Planning
 - b) Organizing
 - c) Motivating
 - d) Leading
- 3) What specific activities listed below are part of the planning function ?
 - a) Giving each subordinate a specific task
 - b) Recruiting prospective employees
 - c) Training and developing employees
 - d) Developing rules and procedures
- 4) What specific activities listed below are part of the staffing function ?
 - a) Giving each subordinate a specific task
 - b) Maintaining morale
 - c) Recruiting prospective employees
 - d) Developing rules and procedures



- II. 5) Which basic function of management includes setting standards such as sales quotas and quality standards ?
- a) Planning
 - b) Organizing
 - c) Controlling
 - d) Leading
- 6) _____ are authorized to direct the work of subordinates.
- a) Line managers
 - b) Staff managers
 - c) Leaders
 - d) Advisory board members
- 7) _____ are responsible for assisting and advising line managers in areas like recruiting, hiring and compensation.
- a) Human resource managers
 - b) Staff managers
 - c) Line managers
 - d) EEO officers
- 8) Human resource managers generally exert _____ within the human resources department and _____ outside the human resources department.
- a) Line authority; implied authority
 - b) Staff authority; line authority
 - c) Line authority; staff authority
 - d) Functional control; authoritarian control
- III. Fill in the blanks choosing the suitable words from those given in brackets.
- 9) All of the following are examples of human resource job duties except _____
- a) recruiter
 - b) equal employment opportunity coordinator
 - c) financial advisor
 - d) compensation manager
- 10) _____ refers to the tendency of firms to extend their sales, ownership and/or manufacturing to new markets abroad.
- a) Expansion
 - b) Market development
 - c) Globalisation
 - d) Export growth



- 11) What term refers to the knowledge, education, training, skills and expertise of a firm's workers ?
 - a) Human resources
 - b) Human capital
 - c) Intangible assets
 - d) Knowledge assets
- 12) _____ are a useful tool for determining why employees are leaving an organization.
 - a) Government labor reports
 - b) Exit interviews
 - c) Benchmarks
 - d) HR portals

IV. Match the following :

- | A | B | |
|--------------------------------|--------------|------------------------|
| 13) Job description | Experience | |
| 14) Job specification | Job title | |
| 15) Workmen's Compensation Act | Job rotation | |
| 16) On the job training | 1923 | (4x1=4 Weights) |

SECTION – B

Write short answers to **any eight** questions in **one or two** sentences **each**. Each question carries a weightage of 1.

- 17) Different functions of HRM.
- 18) Employee Discipline.
- 19) Human Resource Accounting.
- 20) Team Building.
- 21) TQM.
- 22) Out sourcing.
- 23) Impact of globalization in HRM.
- 24) Profit sharing and bonus issues.
- 25) Grievance.
- 26) Gherao.
- 27) Wage payment system.
- 28) Fringe benefits. **(8x1=8 Weights)**

**SECTION – C**

Answer **any five** questions in **not** exceeding **one** paragraph **each**. **Each** question carries a weightage of **2**.

- 29) Mention the difference between demotion and transfer.
- 30) Difference between turnover and absenteeism.
- 31) Examine the need and importance of Human Resource Planning.
- 32) What are the three main ways that technology improves HR functioning ?
- 33) Explain the difference between line authority and staff authority. What type of authority do human resource managers have ?
- 34) Write a short note on different human resource problems.
- 35) What do you mean by Quality circle ?
- 36) Explain HR Audit. **(5×2=10 Weights)**

SECTION – D

Answer **any two** questions in **not** exceeding **four** pages **each**. **Each** question carries a weightage of **4**.

- 37) Distinguish between HRM and personnel management.
 - 38) Identify five metrics used to evaluate HR performance.
 - 39) List out the three different functions carried out by human resource managers and explain them. **(2×4=8 Weights)**
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