

(6 Pages)

**Reg. No. :** .....

**Code No. : 5514**

**Sub. Code : PKCM 34**

M.Com. (CBCS) DEGREE EXAMINATION,  
NOVEMBER 2021

Third Semester

Commerce - CORE

HUMAN RESOURCES MANAGEMENT

(For those who joined in July 2017 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answers :

1. The main objective of having ————— is to have an accurate number of employees required, with matching skill requirement to accomplish organizational goals
  - (a) Human resource management
  - (b) Human resources planning
  - (c) Human resources information system
  - (d) Human resource strategy

2. The scope of \_\_\_\_\_ consists of acquisition, development, maintenance and control of human resources in the organization.
- (a) Human resource management
  - (b) Scientific management
  - (c) Strategic management
  - (d) Personnel management
3. \_\_\_\_\_ is a comparative process of establishing the value of different jobs in a hierarchical order.
- (a) Job analysis                      (b) Job description
  - (c) Job specification              (d) Job evaluation
4. \_\_\_\_\_ is the process of choosing from among the candidates from within the organization or from the outside, the most suitable person for the current position for the future position.
- (a) Recruitment                      (b) Selection
  - (c) Training                          (d) Placement
5. \_\_\_\_\_ is the process of increasing the knowledge and skills for doing a particular job.
- (a) Education                          (b) Training
  - (c) Placement                          (d) Introduction

6. Which one of the following is not a traditional trait appraisal method?
- (a) Assessment center (b) Paired comparison  
(c) Forced distribution (d) Weighted check list
7. \_\_\_\_\_ provides basis for developing job hierarchy and fixing a pay structure.
- (a) Job evaluation (b) Job specification  
(c) Job description (d) Job analysis
8. “The wage must provide not only for the bare sustenance of life, but for the preservation of the efficiency of the workers”
- (a) Need based wage (b) Faire wage  
(c) Living wage (d) Minimum wage
9. An \_\_\_\_\_ is generally composed of white-collar or professional employees, such as teachers, police officers, administrative, technical and health care employees.
- (a) Industrial union  
(b) Trade union  
(c) Employee association  
(d) Craft union

10. \_\_\_\_\_ is essentially a process in which employees act as a group in seeking to shape conditions and relationship in their employment.
- (a) Negotiation
  - (b) Collective bargaining
  - (c) Grievances handling
  - (d) Dispute settlement

PART B — ( $5 \times 5 = 25$  marks)

Answer ALL questions, choosing either (a) or (b).  
Each answer should not exceed 250 words.

11. (a) Bring out the role of human resources management in strategic management.

Or

- (b) Explain the benefits of human resources planning.

12. (a) Discuss the uses of job analysis.

Or

- (b) Bring out the internal factors that influence recruitment.

13. (a) Explain the need for training.

Or

- (b) Discuss the problems of performance appraisal.

14. (a) Describe the procedure of job evaluation.

Or

- (b) What are the factors that determine the wages and salary administration?

15. (a) Why do workers join a trade union?

Or

- (b) State the importance of collective bargaining.

PART C — (5 × 8 = 40 marks)

Answer ALL questions, choosing either (a) or (b).

Each answer should not exceed 600 words.

16. (a) What are the factors affecting human resources planning?

Or

- (b) Critically examine the role of human resources managers.

17. (a) What are the various steps involved in the selection process? Explain them briefly.

Or

- (b) Explain in detail the various internal and external sources of recruitment.

18. (a) Describe the essentials of a good training programme.

Or

- (b) What are the performance appraisal objectives? Discuss the steps involved in performance appraisal process.

19. (a) What are the basic objectives of wages and salary administration? Outline the components of wage and salary administration.

Or

- (b) How will you define fringe benefit? Appreciate the need for and significance of fringe benefits.

20. (a) Discuss the various strategies of collective bargaining. What are the necessary conditions for effective collective bargaining?

Or

- (b) Define industrial relations. List out its objectives and explain the different approaches to industrial relations.

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