

(Time: 3 hours)

(Marks: 100)

Instructions: 1) All questions are compulsory.
2) Figures to the right indicate full marks.

Q. 1. A) Write the correct answer from the following options (any ten) (10)

1) Human Resource Management is a _____ concept.

- a) one-time
- b) narrow
- c) rigid
- d) wide

2) _____ means breaking the job into small parts.

- a) Job simplification
- b) Job rotation
- c) Job analysis
- d) Job enlargement

3) _____ is the first step in the selection process.

- a) Performance appraisal
- b) Medical check
- c) Job Analysis
- d) Training

4) _____ is a method of training, employees are transferred from one job to another.

- a) Coaching
- b) Observation
- c) Job rotation
- d) Counselling

5) When the appraisal is based upon one positive factor, it is called _____.

- a) Spillover effect
- b) Central tendency effect
- c) Halo Effect
- d) Horn Effect

6) _____ Counselling is counsellor-centric.

- a) Directive
- b) Participative
- c) Non-Directive
- d) Innovative

7) In transformational leadership, managers are _____.

- a) Reactive
- b) Proactive
- c) Rigid
- d) inactive

8) The concept of Emotional Quotient was popularised by _____.

- a) Daniel Goleman
- b) Daniel Pink
- c) Abraham Maslow
- d) Philip Kotler

9) _____ is a feeling of injustice at the workplace.

- a) Grievance
- b) Motivation
- c) Direction
- d) Insecurity

- 10) Innovative culture is the work _____ that managers encourage to nurture and develop innovative ideas.
- a) Environment
 - b) Rules
 - c) Ethics
 - d) Skills
- 11) _____ relates to the collecting, storing and supplying the information related to employees in the organization.
- a) Human Resource Planning
 - b) Manpower Appraisal
 - c) Human Resource Development
 - d) Human Resource Information System
- 12) Competency _____ is a process of identifying key competencies required for undertaking organizational tasks.
- a) Tapping
 - b) Mapping
 - c) Tasking
 - d) Scaling

Q.1 (B) Write whether the following statements are True or false (Any TEN) (10)

- 1) Human Resource Management is future oriented.
- 2) Human Resource Planning involves estimating the size and composition of employees needed in the organisation.
- 3) Recruitment follows Selection.
- 4) Case Study and Role Playing are Off- the- job method of training.
- 5) Sometimes there can be personal bias in performance appraisal.
- 6) The mentor should take interest to guide and coach the mentee.
- 7) Victor Vroom introduced Need Hierarchy theory of motivation.
- 8) Spiritual Quotient relates to honesty and integrity of employees.
- 9) Under Grievance redressal, Arbitrator's decision will be final and binding.
- 10) Peter Senge popularised the concept of the learning organisation.
- 11) Human Resource information system is useful for human resource management.
- 12) Work overload effects work-life balance.

Q.2. Answer the following questions (Any two) (15)

- Define Human Resource Management. Explain its importance.
- What is Job Analysis? Explain its components.
- What is Recruitment? Discuss its sources.

Q.3. Answer the following questions (Any two)

(15)

- a) Discuss the concept and functions of Human Resource Development.
- b) Explain any 8 methods of Performance Appraisal.
- c) What is Succession Planning? Explain its Need.

Q.4. Answer the following questions (Any two)

(15)

- a) Discuss the concept and significance of good Human Relations in an organization.
- b) What is Employee Morale? Explain factors influencing morale.
- c) Explain Employee health and safety measures.

Q.5. Answer the following questions (Any two)

(15)

- a) Explain the meaning and classification of competencies.
- b) What do you mean by Employee Engagement? Explain its types.
- c) Discuss the causes of Employee Absenteeism.

Q.6. Write short notes of the following. (Any four)

(20)

- a) Strategic Human Resource Management
- b) E-Selection
- c) Potential appraisal
- d) Theory X and Y of motivation
- e) Innovative Organisation
- f) Millennials