

(3 Hours)

Marks : 100

- N.B. 1. All questions are compulsory
2. Figures to the right indicate full marks

1. (A) Select the most appropriate answer from the options given below (ANY TEN) (10)

- 1) _____ refers to studying and collecting information about operations and responsibilities of a specific job.

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|-----------------|----------------------|
| a) Job Design | b) Job description |
| c) Job analysis | d) job specification |

- 2) _____ refers to putting right man for the right job.

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| a) Selection | b) Recruitment |
| c) Placement | d) None of these |

- 3) _____ is a technique of E-Selection.

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|------------------------|---------------------|
| a) Group Discussion | b) Campus interview |
| c) Personal Interviews | d) Key word search |

- 4) Human Resource Development leads to _____.

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|-------------------------|-------------------------------|
| a) Personal Development | b) Organisational Development |
| c) Career Development | d) All of these |

- 5) Performance appraisal is needed for _____.

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|------------------------|--------------------------|
| a) Managers | b) Temporary Employees |
| c) Permanent employees | d) All type of employees |

- 6) _____ helps to improve employee's mental health and wellbeing.

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|---------------|--------------------|
| a) Counseling | b) Mentoring |
| c) Training | d) Career guidance |

- 7) _____ states that most employees dislike work and lack motivation.

| | |
|-------------|---------------|
| a) Theory Z | b) Theory Y |
| c) Theory X | d) ERG Theory |

- 8) _____ is an act of stimulating someone or oneself to a desired course of action.

| | |
|------------------|-----------------------|
| a) Motivation | b) Morale |
| c) Communication | d) Emotional Quotient |

- 9) _____ is a feeling of injustice at the workplace.
 - a) Grievance
 - b) Attrition
 - c) Counselling
 - d) Engagement

- 10) _____ popularized the concept of Learning Organisations through his book entitled "The Fifth Discipline".
 - a) Peter Drucker
 - b) Henry Fayol
 - c) Abraham Maslow
 - d) Peter Senge

- 11) Employee _____ is the extent to which employees feel passionate and committed to do their job.
 - a) Enrichment
 - b) Engagement
 - c) Enlargement
 - d) Endowment

- 12) Employee _____ involves giving the employees autonomy to take right decisions.
 - a) Empowerment
 - b) Enrolment
 - c) Education
 - d) Experiment

(B) State whether the following statements are true OR false: (ANY TEN) (10)

- 1) Job Enlargement refers to vertical expansion of job.
- 2) Motion Study is a technique of job enrichment.
- 3) Strategic Human Resource Management has a long term perspective.
- 4) Job Rotation is a form of off the job training programme.
- 5) Performance appraisal facilitates promotion decisions.
- 6) The organisation has no role in Career planning of the employees.
- 7) Valence is the value that the individual associates with the outcome or reward.
- 8) Spiritual Quotient is the employee's ability to manage emotions at work place.
- 9) Under the Grievance Handling procedure, the ruling of the immediate superior is final and binding on the aggrieved employee.
- 10) Innovative organizations must give autonomy to employees.
- 11) Actively disengaged employees have negative attitude towards the firm.
- 12) Verbal comments can also constitute Sexual Harassment of women at work place.

Q2. Answer ANY TWO of the following.

(15)

- a) Define the term 'Human Resource Management'. Explain the importance of HRM.
- b) What is Human Resource Planning? Explain the steps involved in Human Resource Planning.
- c) Define Recruitment. Discuss the internal sources of recruitment.

Q3. Answer ANY TWO of the following:

(15)

- a) Define Human Resource Development. Discuss the functions of Human Resource Development.
- b) Explain the concept of performance appraisal. What are its benefits?
- c) Discuss briefly the importance of Career Planning & Development to employees and employers.

Q.4 Answer ANY TWO of the following

(15)

- a) Define Leadership. Explain the Transactional Leadership theory.
- b) What is employee morale? Explain factors affecting employee morale.
- c) Explain the term Employee Grievance. What are the causes of employee grievance in organisations?

Q5) Answer ANY TWO of the following:

(15)

- a) What do you mean by Competencies? Explain the classification of Competencies.
- b) Explain the term Human Resource Information System. Discuss its importance.
- c) Explain Employee Absenteeism. What are its causes?

Q6) Write short notes on ANY FOUR of the following

(20)

- a. Job Design
- b. Off the job methods of training
- c. Pink's Theory of Motivation
- d. Learning Organisations
- e. Managing Workforce Diversity
- f. Downsizing