

19. Discuss the criteria for a holistic performance appraisal in an MNC which is a sales organization by its nature. Draft and present the key performance indicators of its salesmen.
 20. Enumerate the grievance redressal procedure of a manufacturing organization in detail from the HR Manager point of view.
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(For candidates admitted from 2016–2017 onwards)

M.Com. DEGREE EXAMINATION, NOVEMBER 2022.

Computer Applications – Elective

HUMAN RESOURCE MANAGEMENT

Time : Three hours

Maximum : 75 marks

SECTION A — (10 × 2 = 20)

Answer ALL questions.

1. What are the objectives of HRM?
2. List down the merits of personnel audit.
3. What do you mean by Job Enlargement?
4. What is Re-engineering?
5. What is known as off-the job training?
6. Note down any two limitations of transfer.
7. What are the objectives of Work-Life Balance?
8. State the importance of Management By Objectives (MBO).

9. List down the merits of 'Collective Bargaining'.
10. Define 'Grievance Redressal'.

SECTION B — (5 × 5 = 25)

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

11. (a) Give a detailed note on HR Information System with its importance and advantages.

Or

- (b) State the limitations of Personnel Policies with live examples.

12. (a) Define Manpower Planning. List down its key characteristics.

Or

- (b) Enumerate the procedure involved in an induction training programme.

13. (a) Discuss the key parameters of selection of trainees.

Or

- (b) Explain the significance of Career Planning.

14. (a) Discuss Quantitative Performance Appraisal with its merits.

Or

- (b) Discuss the common limitations of Performance Appraisal Methods.

15. (a) What are the pre-requisites to be considered by the top management before setting up a grievance redressal mechanism in an organization?

Or

- (b) Write a brief note on any two methods of collective bargaining.

SECTION C — (3 × 10 = 30)

Answer any THREE questions.

16. Discuss the key functions of Human Resource Management in the 21st Century Organizations with appropriate illustrations.

17. Present the different types of Direct Personal Interviews with its merits and limitations.

18. *"Promotional Policy is the key to retain and nurture the talent of the organization that leads to synergistic growth for the long-run"* - Comment the statement in detail with live examples.