

19. (a) Briefly describe the importance of motivation.

Or

- (b) Describe compensation and its various modes.
20. (a) Outline the various techniques used to evaluate employee's performance.

Or

- (b) List out the limitations of performance appraisal.

PART C — (3 × 10 = 30)

Answer any THREE questions.

21. Discuss in detail the Roles and Responsibilities of an HR Manager.
22. Explain in detail the need and importance of Human Resource Planning.
23. Describe the various types of training methods? Explain them in detail.
24. Discuss the difference between motivational theories of Herzberg and Maslow. Which of these theories do you prefer in Indian context? Give reasons.
25. Explain the steps in grievance handling procedure in detail.

S.No. 8997

P 22 MBACC 25

(For candidates admitted from 2022-2023 onwards)

M.B.A. DEGREE EXAMINATION, NOVEMBER 2023.

Business administration

HUMAN RESOURCE MANAGEMENT

Time : Three hours

Maximum : 75 marks

PART A — (20 marks)

Answer ALL questions

- I. (A) Multiple choice questions (5 × 1 = 5)
1. Human resource management emphasis
- (a) Development of people
 - (b) Punishment of people
 - (c) Adoption of people
 - (d) None of these
2. Which of the following statement is/are correct?
- (a) HRM is a strategic management functions
 - (b) Under HRM employee is treated as resource
 - (c) HRM is the management of skills, talent and abilities
 - (d) HRM lacks the organisation to achieve its goals

3. OJT stands for
 - (a) On the job training
 - (b) On the job technique
 - (c) On the job technology
 - (d) Off the job training
4. _____ Theory of motivation assumes that people are active and responsible at work.
 - (a) Theory X (b) Theory Y
 - (c) Pink theory (d) Vroom's theory
5. Compensation is a systematic approach to providing monetary value to employees in exchange for
 - (a) Skills (b) Knowledge
 - (c) Work performed (d) Damages held
- (B) Fill in the blanks. (5 × 1 = 5)
6. HRM ensures the availability of competent _____
7. A written summary of content and context of job is called _____
8. _____ is the process of imparting or increasing knowledge or skill of an employee to do a particular job.
9. _____ is the process of coaching or guiding the subordinate.
10. _____ is the systematic, periodic and impartial rating of an employee excellence in matters pertaining to his present job and his potential for a better job.

- II. Descriptive Questions. (5 × 2 = 10)
11. Why study human resource management?
 12. Define Selection.
 13. What is training?
 14. How do you define motivation?
 15. What is an example of grievance?

PART B — (5 × 5 = 25)

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

16. (a) Explain the need for human resource development.

Or

- (b) State the essential characteristics of sound HR policy.

17. (a) State the need for Human Resource Planning.

Or

- (b) Briefly explain different types of selection tests.

18. (a) Briefly explain the importance of training.

Or

- (b) Describe the advantage of on the Job Training.