

(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.
- a) Job Design
b) Job description
c) Job analysis
d) job specification
- 2) _____ refers to putting right man for the right job.
- a) Selection
b) Recruitment
c) Placement
d) None of these
- 3) _____ is a technique of E-Selection.
- a) Group Discussion
b) Campus interview
c) Personal Interviews
d) Key word search
- 4) Human Resource Development leads to _____.
- a) Personal Development
b) Organisational Development
c) Career Development
d) All of these
- 5) Performance appraisal is needed for _____.
- a) Managers
b) Temporary Employees
c) Permanent employees
d) All type of employees
- 6) _____ helps to improve employee's mental health and wellbeing.
- 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