

**THIRD SEMESTER (CUCBCSS—UG) DEGREE EXAMINATION  
NOVEMBER 2020**

B.Com.

BCM 3C 03—HUMAN RESOURCE MANAGEMENT

(2017 Admissions)

Maximum : 80 Marks

Time : Three Hours

**Part A**

*Answer all questions.*

*Each question carries 1 mark.*

1. \_\_\_\_\_ is a voluntary separation initiated by employee himself.
2. The lateral or vertical movement of an employee in the organization is called \_\_\_\_\_.
3. \_\_\_\_\_ is an attempt to predict an organizations future demand for employees.
4. ESOP stands for \_\_\_\_\_.
5. \_\_\_\_\_ is the process of determining what the content of a training programme should be on the basis of study of task and duties involved in the job.
6. Application blank :
  - (a) Job analysis.
  - (b) Job appraisal.
  - (c) Selection process.
  - (d) None.
7. Demotion :
  - (a) Upward movement.
  - (b) Downward movement.
  - (c) Promotion process.
  - (d) None.
8. It is a part of performance management :
  - (a) Placement.
  - (b) Selection.
  - (c) Compensation.
  - (d) Performance Appraisal.
9. Which of the following is not offered in a job analysis ?
  - (a) Performance appraisal.
  - (b) Working condition.
  - (c) Job evaluation.
  - (d) Job specification.

**Turn over**

10. Security of employment :

- (a) Halsay Plan. (b) Trade Union.  
(c) Manpower planning. (d) None.

(10 × 1 = 10 marks)

### Part B

*Answer any eight questions.  
Each question carries 2 marks.*

11. What is ESOP ?
12. What are different forms of grievances ?
13. What is Positive discipline ?
14. What is Negative discipline ?
15. What do you understand by Red Hot Stove Rule ?
16. Explain Career Planning ?
17. What do you understand by employee referrals ?
18. What is Job Specification ?
19. Explain job evaluation ?
20. What is the role of HR manager in an organization ?

(8 × 2 = 16 marks)

### Part C

*Answer any six questions.  
Each question carries 4 marks.*

21. Explain the term Training needs Assessment.
22. What are the purposes of internal mobility ?
23. What is Induction and what are its objectives ?
24. What are the needs of training ?
25. Explain the process of Career Planning.
26. What are the external sources of recruitment ?

27. Define HRM, outline its features clearly.
28. What is promotion ; explain its relative merits and demerits ?

(6 × 4 = 24 marks)

### Part D

*Answer any two questions.  
Each question carries 15 marks.*

29. Briefly outline the steps involved in conducting training programme in the systematic way.
30. Discuss the model grievance procedures that are applicable in India. What are the essential pre-requisites of grievance procedure ?
31. Explain the steps involved in job analysis.

(2 × 15 = 30 marks)