

M.A. DEGREE EXAMINATION, NOVEMBER 2018
I Year I Semester
Core Major -III
HUMAN RESOURCE MANAGEMENT

Time : 3 Hours

Max.marks :75

Section A ($10 \times 2 = 20$) Marks

Answer any **TEN** questions

1. What is human resource management?
2. What is knowledge sharing?
3. Define job enrichment
4. What is long-term HRP?
5. What is meant by retrenchment?
6. Write a short note on exit interview
7. Briefly comment on recruitment costs
8. What are the kinds of selection instruments?
9. What do you know about Induction?
10. Write a short note on Acquisition.
11. What do you know about flexi-time working?
12. What are the merits of work from home?

Section B ($5 \times 5 = 25$) Marks

Answer any **FIVE** questions

13. Discuss the objectives of human resource management.
14. Describe the evolution and growth of personnel management in India.
15. What do you know about skills inventory? Discuss.
16. Explain Job description and its contents.
17. Why employees are terminated? Discuss the reasons.
18. Discuss the features and significance of competency management.
19. Explain the process of selection.

Section C ($3 \times 10 = 30$) Marks**PART - A - Case Study - Compulsory Question**

20. Case study: Poor Sanjay! Sanjay Nagpal is a new recruit from a reputed management institute, recruited as a sales trainee in a sales office of a large computer hardware firm located in Chennai. Raghvan is the zone sales manager responsible for overseeing the work of sales officer, field executives and trainee salesmen numbering over 50 of three areas namely Chennai, Bangalore, and Trivandrum. The sales growth of the products in his area was highly satisfactory owing to the developmental initiatives taken by respective State Governments in spreading computer education.

Raghvan had collected several sales reports, catalogues and pamphlets detailing the types of office equipment sold by the company for Sanjays reference. After short chat with Sanjay, Raghvan assisted him to his assigned desk and provided him with the material collected. Thereafter Raghvan excused himself and did not return. Meanwhile, Sanjay scanned through the material given to him till 5:00pm before leaving office.

QUESTIONS:

- Q1. What do you think about Raghvans training programme?
Q2. What type of sale training programme would you suggest?

PART - B

Answer any **TWO** questions

21. Elaborate on the qualities and skills of a HR manager.
22. Discuss the salient features of recruitment.
23. "Professional ethics is very fundamental for every profession"- Express your views on this.
24. Explain the Termination of Services.

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Section C ($3 \times 10 = 30$) Marks**PART - A - Case Study - Compulsory Question**

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