

MOC 2070

(Pages : 2)

Reg. No.....193.....

Name.....

M.Com. DEGREE EXAMINATION, APRIL 2013

Second Semester

Faculty of Commerce

Paper II—HUMAN RESOURCE MANAGEMENT

Time : Three Hours

Maximum : 75 Marks

Part A

Answer all questions.

Each answer not to exceed half a page.

1. Define Human Resource Plant.
2. What is HR audit ?
3. Define Job analysis.
4. What is job satisfaction ?
5. Define motivation.
6. What is sensitivity training ?
7. Define group decision-making.
8. Define QWL.
9. What do you mean by OD ?
10. What is morale ?

(10 × 1½ = 15 marks)

Part B

Answer any five questions.

Each answer not to exceed one page.

11. Explain the significance of manpower planning.
12. State the uses of job analysis.
13. How will you identify the training need in a company ?
14. Explain the role of informal groups in an organisation.
15. State the significance of workers participation in management.
16. Discuss the various steps involved in performance appraisal process.
17. How the job satisfaction of an employee is measured ?
18. Examine the functions of KILA.

(5 × 5 = 25 marks)

Turn over

Part C

Answer any one question.

*Answer not to exceed **three pages**.*

19. Explain the elements of TQM.
20. How will you develop a training programme for your company ?

(1 × 10 = 10 marks)

Part D

Answer any one question.

*Answer not to exceed **five pages**.*

21. As a HR manager of a IT company how will select the required manpower for your company.
22. How will you measure the performance of employees in an organisation ?

(1 × 25 = 25 marks)