Seat No.:	

AC-104

April-2019

M.Com. (HPP), Sem.-II

CC-10: Human Resource Management

Time: 2:30 Hours]						[Max. Marks :	70	
Note: All questions are			uestio	ns are compulsory.				
1.	(A)		at is Human Resource Management? Explain managerial and operative ctions of HRM.					
		OR						
			Discuss the internal and external environment factors influencing human resource management.					
	(B)	Choo	se the	right answer:			4	
		(i)	The t	erm environmental scanning	stands	for		
			(a)	gathering data about the org	anizati	on and its surroundings		
			(b) collecting information about the shareholders					
			(c) gathering information relating to the employees					
			(d) None of the above					
		(ii)	Which of the following factors shapes the ethical behaviour of the members of an organization?					
			(a)	The supervisor's behavior	(b)	organizational culture		
			(c)	code of ethics	(d)	All of the above		
		(iii)	(iii) Human resource management is normally in nature.					
			(a)	proactive	(b)	reactive		
			(c)	combative	(d)	None of the above		
		(iv)	The country where the headquarters of a multinational company is located					
			is kno					
			(a)	host country	(b)	home country		
			(c)	third country	(d)	None of the above		

2.	(A)	A) What is Training? Explain different methods of Training.					14	
					OR			
		Wha	t is Se	election ? Discu	ss in detail the steps	in the selection process.		
	(B)	Choo	Choose the right answer.					
		(i)	Moving employees from one job to another in a predetermined way is called					
			(a)	job rotation	(b)	job reengineering		
			(c)	work mapping	g (d)	job enrichment		
		(ii) The purpose of an application blank is to gather information about the						
			(a)	company				
			(b)	candidate				
			(c)	questionnaire	or interview schedu	le		
			(d)	competitors				
		(iii) The process of finding an appropriate fit between the people and positions in an organization is called						
			(a)	orientation	(b)	placement		
			(c)	socialization	(d)	None of the above		
		(iv)	(iv) The process of introducing or integrating the new employees into the organizational culture is known as					
			(a)	placement	(b)	orientation		
			(c)	socialization	(d)	None of the above		
3.	(A)	Wha	t is Po	erformance Eva	luation ? Explain its OR	objectives, process and uses.	14	
		Wha detai		mployee Safety		uss its objectives, needs and steps in		
	(B)	3) Choose the right answer:						
		(i) Providing equal pay for jobs of equal nature based on job evaluation ensures in compensation administration.						
			(a)	external equit	y (b)	internal equity		
			(c)	neutrality	(d)	None of the above		
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			norn	nally called					
			(a)	indirect compensation	(b)	direct compensation			
			(c)	non-monetary compensation	(d)	None of the above			
		(iii) ESI Act, 1948 is applicable for all factories employing minimum employees.							
			(a)	10	(b)	15			
			(c)	20	(d)	30			
4.	(A)	Wha	t is In	dustrial Disputes ? Explain ob	jectiv	es and types of Industrial Disputes.	14		
				OR					
		Wha	t is Di	scipline? Explain characterist	tics, o	bjectives and types of Discipline.			
	(B)	Choo	se the	e right answer.			3		
		(i)	Whi	ch of the following is usually	not an	objective of industrial relations?			
			(a)	Connectedness	(b)	Collective wisdom			
			(c)	Conflict prevention	(d)	None of the above			
		(ii)	ii) Identify the major actor of industrial relations from the following.						
			(a)	Employers	(b)	Unions			
			(c)	Government	(d)	All of the above			
		(iii) Which of the following is not a reason for demotion?							
			(a)	Inefficiency					
			(b)	Indiscipline					
		(c) Absence of promotional opportunities							
			(d)	Administrative convenience	;				

(ii) Payment of cash rewards for the work extracted from the employee is

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