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(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.

**Q4 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~~