

Reg. No. : .....

Name : .....

**FIFTH SEMESTER B.B.A. LL.B. (FIVE YEAR INTEGRATED) Degree  
Examination, July 2019**

**Paper I: HUMAN RESOURCE MANAGEMENT**

Time : 3 Hours

Max. Marks : 80

1. Answer **any five** of the following. Each question carries 2 marks. Answer should not exceed 50 words:

- (a) Distinguish between Human Resource Management and personnel Management.
- (b) Define Performance Appraisal.
- (c) What is meant by quality circle?
- (d) What is the concept 'go slow'?
- (e) Define grievance.
- (f) Define TQM.
- (g) What is meant by facility management?

**(5 × 2 = 10 Marks)**

2. Answer **any four** of the following. Each question carries 4 marks. Answer should not exceed 120 words:

- (a) Describe the scope of HRM.
- (b) What are the operative formatics of HRM?
- (c) Examine the significance of HRP?



- (d) Explain the process of performance appraisal.
- (e) Distinguish between promotion, demotion and transfer.
- (f) Analyse the causes of absenteeism.

(4 × 4 = 16 Marks)

3. Answer **any four** of the following. Each question carries 6 marks.

- (a) Describe the objectives of HRM and show that it is different from personnel management.
- (b) Examine the role of human resource managers in an organisation.
- (c) Describe systems approach to HRM.
- (d) Write short notes on the following:
  - (i) Employee Discipline
  - (ii) Work stoppage
  - (iii) Morale of employees.
- (e) Examine the pros and cons of downsizing.

(4 × 6 = 24 Marks)

4. Answer **any three** of the following. Each question carries 10 marks.

- (a) "HRM is inevitable in growing organisation. Analyse the statement.
- (b) Explain various methods of wage and incentive payment.
- (c) Explain various acts of employee indiscipline in the organisation.
- (d) Describe the process and outcome of HRD.
- (e) Illustrate the features, significance and process of TQM.

(3 × 10 = 30 Marks)