



K15P 0204

Reg. No. :

Name :

**Third Semester M.A./M.Sc./M.Com. Degree (Reg./Sup./Imp.)
Examination, November 2015
(2014 Admn.)
COMMERCE
COM3C15 : Human Resource Management**

Time : 3 Hours

Max. Marks : 60

PART – A

Answer **any four**. **1** mark for Part (a), **3** marks for Part (b) and **5** marks for Part (c).

1. a) Define HRM.
b) Explain the operative functions of HR management.
c) Enumerate the need for training in industry.
2. a) What is Vestibule training ?
b) Explain the process of performance appraisal.
c) Explain the position of HR manager in an organisation.
3. a) What is TQM ?
b) What are steps in selection process ?
c) Describe the external sources of recruitment.
4. a) What do you mean by lay-off ?
b) Explain how to develop training modules.
c) Describe the causes of poor industrial relations.
5. a) What is Ret Hot Stove Rule ?
b) Explain the causes of absenteeism.
c) Explain the concept and objectives of HR audit.



- 6. a) What do you mean by Group Dynamics ?
- b) State the objectives of Employer Suggestion Scheme.
- c) Explain the causes of indiscipline.

(4×9=36)

PART – B

Answer the following. **Each** carries **12** marks.

- 7. When do grievances arise ? Explain model grievance redressal procedure.

OR

Explain the purposes, uses and importance of performance appraisal.

- 8. Define HR development and explain its need and significance in modern organisations.

OR

Explain the nature and objectives of HRM.
