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K19P 1143

Reg. No. :

Name :

III Semester M.Com. Degree (CBSS-Reg./Suppl./Imp.)

Examination, October - 2019

(2014 Admission Onwards)

COM3C15 : HUMAN RESOURCE MANAGEMENT

Time : 3 Hours

Max. Marks : 60

SECTION - A

Answer any **Four** questions in this section. Each question carries **1** mark for Part (a), **3** marks for Part (b) and **5** marks for part (c). (4×9=36)

- I. a) What is retrenchment?
b) Which are the functions of HRM?
c) Explain about the Performance appraisal techniques.
- II. a) Define Action Research.
b) Distinguish between HRD and HRM.
c) What is the strategic link between HRD and talent management?
- III. a) Mention about the good qualities required for a good leader.
b) What do you mean by Six Sigma?
c) Write down the underlying principles of TQM.
- IV. a) What is grievance?
b) What precautions would you suggest to the HR manager to make the grievance handling process?
c) What can be the causes of grievances?
- V. a) What do you mean by HR audit?
b) What are the objectives of keeping HR records?

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- c) Explain
(i) 180 degree performance appraisal and
(ii) 360 degree performance appraisal systems.
- VI. a) What is Hot Stove rule?
b) Briefly explain the employee selection procedure.
c) What are the duties and responsibilities of HR manager in modern organisation.

SECTION - B

Answer the following questions. Each question carries 12 marks. (2×12=24)

- VII. a) Outline the major functions of Human Resource Management.
(OR)
b) Discuss critically the various sources of recruitment for executives.
- VIII. a) What is Vestibule training? Give its advantages and disadvantages.
(OR)
b) What is TQM? How human resource managers can contribute towards TQM.
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