



K22P 1445

Reg. No. :

Name :

III Semester M.Com. Degree (CBSS – Reg./Sup./Imp.)
Examination, October 2022
(2019 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).

1. a) Define the concept, of 'Human Resource Management'.
b) Summarise the challenges faced by Managers during the Training process.
c) How does HRM add value to the organization ? Explain.
2. a) Give the essence of the 'Open Door Policy' at the workplace.
b) Why do Grievances arise among employees at the workplace ? Explain.
c) Define HR Audit. Trace its importance in an organisation.
3. a) What do you mean by 'Scouting' in the Recruitment context ?
b) Distinguish between Job Enrichment and Job Enlargement.
c) Critically evaluate "360-Degree", as a modern Performance Appraisal method.
4. a) What is 'Competency Mapping' in HRM ?
b) Specify the criteria to be followed to consider an employee for promotion.
c) Substantiate the significant limitations in HR Planning.
5. a) Enlist any two benefits of outsourcing HR.
b) What is Action Research ? Examine its importance in the Training process.
c) "The process of employee separation is taken quite seriously by many firms."
Identify the methods of employee separation.

P.T.O.



6. a) Define the term, '*Group Dynamics*'.
- b) Investigate the benefits of TQM in the workplace.
- c) Outline the role of HR Manager in ensuring 'Gender-Equality' at the workplace in the 21st Century. (4×9=36)

SECTION – B

Answer the **two** questions in this Section. **Each** question carries **12** marks.

7. a) You are working for an investment broking firm as a Branch Head in Ernakulam. A new branch of your firm will start next month in Kannur. Now, you are assigned the task to recruit staff for the new office. Illustrate the external recruitment sources and discuss the criteria you would use to select them.

OR

- b) Describe in detail the causes of Employee indiscipline at the workplace. How would you apply the '*Red Hot Stove Rule*' to take disciplinary action in an organisation ?
8. a) ABC Tax Consultants have their business spread across Ahmedabad and have client coverage of around 1000 clients including individuals, firms and companies. During peak months and days, when nearing deadlines of tax returns filing, they work till 12 midnight and morning from 7 am. But sometimes, they witness the problems of Absenteeism. Why ? Recommend measures to promote employee empowerment.

OR

- b) Compare and contrast '*On-The-Job Training*' and '*Off-The-Job Training*' methods in detail. (2×12=24)