



LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034

B.B.A. DEGREE EXAMINATION – BUSINESS ADMINISTRATION

FIFTH SEMESTER – NOVEMBER 2013

BU 5505/BU 5502 – HUMAN RESOURCE MANAGEMENT

Date : 12/11/2013
Time : 9:00 - 12:00

Dept. No.

Max. : 100 Marks

PART – A

ANSWER **ALL** THE QUESTIONS:

(10 x 2=20)

1. State the objectives of Human Resource Management.
2. Define Human Resource Planning.
3. Give the job specification of a HR Manager in an IT industry.
4. Write a note on Human resource gap.
5. Define recruitment.
6. What are 'job fairs'?
7. How are training needs assessed?
8. What is Mentoring?
9. List the common methods of performance appraisal.
10. Give examples of employee grievances.

PART – B

ANSWER ANY **FIVE** QUESTIONS:

(5 x 8=40)

11. Bring out the challenges faced by a HR Manager in the current scenario.
12. Identify the steps to effective human resource planning.
13. Define Job description. List the uses of Job description in HRM.
14. Give a brief account of the different external sources of recruitment.
15. Discuss the role of training in present business environment.
16. Enumerate the qualities of a good HR Manager.
17. Explain Maslow's Hierarchy of needs theory.
18. Explain the steps in performance appraisal process.

PART – C

ANSWER ANY **TWO** QUESTIONS:

(2 x 20=40)

19. Discuss the various functions of Human Resource Management.
20. Explain the important tests and interview techniques used in selection of an employee.
21. Give a detailed account of different on-the-job and off-the-job training and development methods.

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