



LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034

B.Com. DEGREE EXAMINATION – CORPORATE SECRETARYSHIP

FIFTH SEMESTER – NOVEMBER 2016

BC 5400 – PERSONNEL MANAGEMENT

Date: 09-11-2016

Dept. No.

Max. : 100 Marks

Time: 09:00-12:00

PART – A

Answer **ALL** the questions:

(10 x 2 = 20)

1. What is Job description?
2. What is Recognition?
3. List down any two essentials of a sound appraisal system.
4. Define Morale.
5. What is an Aptitude Test?
6. What is Patterned Interview?
7. Who can be an appraiser?
8. Differentiate between a Leader and a Manager.
9. List any two disadvantages of confidential report.
10. What is Team-oriented Appraisal?

PART – B

Answer any **FOUR** questions:

(4 X 10 = 40)

11. Compare and contrast Graphic scales and Checklists.
12. Explain the difference between a team and a group.
13. Define Motivation. And describe its characteristics.
14. What are the limitations of appraisal methods?
15. What are the characteristics of an effective performance management system?
16. Describe various methods of collecting information for job analysis.
17. “A good personnel manager is no longer just a hirer and firer of men” - Explain this statement.

PART – C

Answer any **TWO** questions:

(2 X 20 = 40)

18. What is Management by Objectives? And explain its benefits and limitation.
19. Explain briefly the Operative Functions of a Personnel Manager.
20. What is Job Enrichment? And explain in detail the characteristics and steps in Job Enrichment.
21. Explain in detail Maslow’s Need Hierarchy Theory and Herzberg’s Two Factor Theory.
