



Date: 27-10-2018  
Time: 09:00-12:00

Dept. No.

Max. : 100 Marks

**SECTION – A**

**Answer ALL questions:**

**(10x2=20)**

1. Define “Human Resource Management”.
2. What is Job Analysis?
3. Differentiate between Selection and Recruitment.
4. What is Mentoring?
5. What are the operational areas of human resource management?
6. What is the role of HR capital in Human resource management?
7. What do you mean by Attrition?
8. Why do companies need succession planning?
9. What do human resource managers do with surplus manpower?
10. Mention any two recent trends in human resource management.

**SECTION – B**

**Answer any FOUR questions:**

**(4x10=40)**

11. Explain the importance of human resource management in organizations today.
12. Explain the steps in human resource planning.
13. Describe the various internal and external source of recruitment.
14. Explain in various stages in developing competency among employees.
15. Explain the different types of Interviews.
16. Describe the process of managing grievances in an organization.
17. Explain the role of ERP Technologies in Human resource management.

**SECTION – C**

**Answer any TWO questions:**

**(2x20=40)**

18. What are the qualities of a good human resource manager? Describe the difficulties and challenges faced by human resource managers.
19. Explain in detail the steps involved in the selection process.
20. Define Training. Explain the process of assessing training needs. How do human resource managers evaluate training effectiveness?
21. Explain the various methods of performance appraisal.

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