LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034

M.A. DEGREE EXAMINATION – SOCIAL WORK

THIRD SEMESTER – NOVEMBER 2014

SW 3810 - HUMAN RESOURCE MANAGEMENT (HRM)

Date : 30/10/2014   Dept. No.   Max. : 100 Marks
Time : 09:00-12:00

SECTION – A

Answer All questions. Answer to each question should not exceed 50 words. All questions carry equal marks: (10 x 2 = 20 Marks)

1. Mention any four principles of Management.
2. List out any four characteristics of a good Plan.
3. State any four forecasting techniques for Human Resource Planning.
4. Write any four third party methods of Recruitment.
5. Mention any two objectives of Compensation Planning.
6. What do you mean by Training Need Analysis?.
7. List out any two uses of Assessment Centre Method.
8. Differentiate 'Dismiss' from 'Discharge'.
9. Write any two retention strategies to retain employees in an organization.
10. Expand : a) DPMO   b) VRS

SECTION – B

Answer any FOUR questions. Answer to each question should not exceed 300 words. All questions carry equal marks: (4 x 10 = 40 Marks)

11. Highlight the required qualities of HR Manager in an organization.
12. Briefly discuss the process of Selection.
13. Write a short note on Job Analysis with examples.
14. What do you mean by 360 Degree Appraisal? Discuss the advantages and disadvantages of 360 degree Appraisal.
15. Discuss the concept, characteristics and advantages of Total Quality Management.

SECTION – C

Answer any TWO questions. Answer to each question should not exceed 600 words. All questions carry equal marks: (2 x 20 = 40 Marks)

16. Discuss the need and importance of Operative functions of Human Resource Management.
17. Describe in detail the types of Training with suitable illustrations.
18. Explain the concept, purpose, stake holders and benefits of Corporate Social Responsibility.