

MASTER OF COMMERCE  
FIRST SEMESTER [REPEAT]  
HUMAN RESOURCE MANAGEMENT  
MCM – 105

**SET  
A**

[USE OMR SHEET FOR OBJECTIVE PART]

Duration: 3 hrs.

Full Marks: 70

Time: 30 mins.

**(Objective)**

Marks: 20

Choose the correct answer from the following:

1 × 20 = 20

1. The definition, "Management is the art of knowing what you want to do and then seeing that they do it in the best and the cheapest way" is propounded by \_\_\_\_\_.  
a. Henri Fayol  
b. FW Taylor  
c. George R Terry  
d. Peter Drucker
2. Morale is the extent to which individual needs are satisfied and the extent to which an individual perceives that satisfaction stemming from total job satisfaction. This is a definition of Morale from \_\_\_\_\_.  
a. Classical Approach  
b. Psychological Approach  
c. Social Approach  
d. All the above
3. \_\_\_\_\_ is a discipline that promotes an integrated approach to identifying, capturing, evaluating, retrieving, and sharing all of an enterprise's information assets.  
a. Human Resource Management  
b. Diversity Management  
c. Knowledge Management  
d. Conflict Management
4. Causes of stress intrinsic to a job:  
a. Work overload  
b. Time Pressures  
c. Poor work conditions  
d. All the above
5. The process by which a management determines how an organisation should make from its current manpower position to its desired manpower position is called \_\_\_\_\_.  
a. Manpower planning  
b. Human Resource Planning  
c. Both a & b  
d. Neither a nor b
6. A \_\_\_\_\_ is a collection or aggregation of tasks, duties and responsibilities which as a whole, is regarded as a regular assignment to individual employees and which is different from other assignments.  
a. Job  
b. Job Analysis  
c. Job Description  
d. Job Specification
7. The \_\_\_\_\_ to Job design was devised by FW Taylor and team.  
a. Human approach  
b. Engineering approach  
c. Job characteristics approach  
d. Social approach

8. Which of the following job evaluation methods combines ranking as well as point methods?
- Ranking method
  - Job grading method
  - Point rating method
  - Factor comparison method
9. \_\_\_\_\_ is a process of systematically matching career goals and individual capabilities with opportunities for their fulfillment
- Career
  - Succession Planning
  - Performance Management
  - Career planning
10. Which of the following is not true concerning training?
- It is for non-managerial personnel
  - Specific job related
  - Theoretical in nature
  - For technical and mechanical operations
11. Which of the following techniques of evaluating training effectiveness is the foundation for the other three techniques?
- The Phillips ROI Model
  - Kirkpatrick's Four-level Training Evaluation Model
  - Kaufman's Five Levels of Evaluation
  - Anderson's Model of Learning Evaluation
12. In Performance management, \_\_\_\_\_ refers to aligning objectives at organisational, individual and team levels and integrating them for effective performance.
- Vertical Integration
  - Functional Integration
  - Human Resource Integration
  - Goal Integration
13. Which of the following is **not** an example of Direct Compensation?
- Insurance
  - Basic salary
  - House Rent Allowances
  - Conveyance
14. \_\_\_\_\_ is anything that attracts an employee and stimulate him or her to work
- Salary
  - Incentive
  - Fringe Benefits
  - All the above
15. \_\_\_\_\_ are indirect compensation which is usually extended as a condition of employment and are not directly related to performance
- Salary
  - Incentive
  - Fringe Benefits
  - All the above
16. Which of the following is not an Acquisition Cost?
- Recruitment cost
  - Selection cost
  - Placement cost
  - Training cost
17. \_\_\_\_\_ means the termination by the employer of the service of a worker for any reason whatsoever, otherwise than as a punishment inflicted by way of disciplinary action, but does not include.....ill health.
- Lay-off
  - Retrenchment
  - Dismissal
  - VRS

18. Lay-off is defined under the:
- a. Sec 2 (t) of Industrial Relations Code, 2020
  - b. Sec 1 (t) of Industrial Relations Code, 2020
  - c. Sec 2 (s) of Industrial Relations Code, 2020
  - d. Sec 2 (u) of Industrial Relations Code, 2020
19. Voluntary Retirement Scheme is also known as:
- a. Soft Hand Shake
  - b. Silver Handshake
  - c. Diamond Handshake
  - d. Golden Handshake
20. Which of the following is not a reason for absenteeism?
- a. Stress
  - b. Illness
  - c. Incentives
  - d. Lack of motivation

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**( Descriptive )**

Time : 2 Hr. 30 Mins.

Marks : 50

[ Answer question no.1 & any four (4) from the rest ]

1. What do you understand by Succession Planning? Why it is essential for any progressive organisation? 2+8=10
2. What is Change Management? Briefly discuss the change management process. 2+8=10
3. Why performance appraisal is an important process in an organisation. Briefly highlight how you will carry out such a process. 5+5=10
4. What contains the Job Description and Job Specification? 5+5=10
5. Elaborate upon the important factors influencing compensation decisions. 10
6. State the conditions and Rights of workmen laid-off for compensation as per the Chapter IX of the Industrial Relations Code, 2020. 10
7. How will you overcome the problem of high labour turnover in an organisation? 10
8. Write a short note on *any two* of the following: 5+5=10
  - a) Workforce Diversity Management
  - b) HR Audit
  - c) Performance Management

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