

75 marks

2.5 hours

**Instructions:**

1. Begin every question on a new page.
2. All questions are compulsory.
3. Figures to the right indicate full marks.
4. Write neatly and legibly.

**Q1A) Match the columns:**

**(5 Marks)**

|    | A                     |    | B                              |
|----|-----------------------|----|--------------------------------|
| 1. | Performance appraisal | a. | orientation of the employee    |
| 2. | HR audit              | b. | method of job performance      |
| 3. | Job design            | c. | review of employee performance |
| 4. | Induction             | d. | employee database              |
| 5. | HRIS                  | e. | evaluation of HR programmes    |

**Q.1.B. Define the following:**

**(5 marks)**

- a. Agent;
- b. Occupier;
- c. Deficiency;
- d. Consumer;
- e. Standing Order.

**Q.1.C. Fill in the blanks:**

**(5 marks)**

- a. \_\_\_\_\_ is one of the developmental initiatives. (turnover, absenteeism, training)
- b. \_\_\_\_\_ is the exercise of finding the right person for the right job. (HRP, turnover, MBO)
- c. \_\_\_\_\_ method of appraisal involves a comprehensive feedback from various stakeholders. (MBO, 360 degrees, ranking)
- d. The process of collecting data on all the aspects of a job is known as \_\_\_\_\_. (job specialization, job analysis, job rotation)
- e. \_\_\_\_\_ is one of the causes of employee turnover. (demotivation, training, selection)

**Q.2. Answer any three of the following:**

**(5 marks)**

- a. Explain briefly the fundamental rights of an Indian citizen.
- b. What are the contents of a Standing Order and what is its purpose?
- c. What are the duties of an Agent towards his Principal?
- d. What are the differences between Contracts of Indemnity and contracts of Guarantee?

- e. Explain various welfare provisions under the Factories Act 1948.
- f. What are the rights of a consumer under the Consumer Protection Act?

**Q.3. Answer any three of the following: (15 Marks)**

- a. What are the various challenges faced by modern HR Managers?
- b. What is Job Design and what activities does it entail?
- c. What is HR Planning and how is it done?
- d. Explain the terms "Job Rotation" and "Job Enrichment" with examples.
- e. What is the purpose of Job Analysis and how is it done?
- f. What is meant by HR Audit?

**Q.4. Answer any three of the following: (15 Marks)**

- a. What are the advantages and disadvantages of MBO?
- b. Discuss any five internal sources of recruitment.
- c. What do you understand by medical examination in selection process? Why is it important?
- d. Discuss any five training methods.
- e. Write a note on work life balance.
- f. What are the uses of conducting performance appraisals?

**Q.5. Answer any three of the following: (15 Marks)**

- a. Write a short note on Group discussion and Personal Interviews as part of the selection process.
- b. Explain absenteeism and employee turnover as a challenge to HRM.
- c. Write a note on HRIS
- d. List the contents of a job description.
- e. What are the causes of industrial disputes?
- f. List any five conditions when food can be called misbranded.

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