

NGM COLLEGE (AUTONOMOUS): POLLACHI

END – OF – SEMESTER EXAMINATIONS: DECEMBER- 2022

B.COM-Business Process Services

MAXIMUM MARKS: 50

V SEMESTER

TIME: 2 HOURS

PART – IV SKILL BASED ELECTIVE PAPER- I

HUMAN RESOURCE CAPITAL MANAGEMENT

SECTION - A

(10 X 1 = 10 MARKS)

ANSWER ALL OF THE FOLLOWING QUESTIONS.

(K1)

MULTIPLE CHOICE QUESTIONS

1. _____ refers to a process by which the company has to identify the number of jobs vacant
(a) Human Resource Planning (b) Human Resource Management
(c) Selection (d) Recruitment
2. _____ becomes important to sustain the number of employees in the company
(a) Motivation (b) Compensation (c) Work environment (d) Time Management
3. _____ is that method the evaluator writes a short essay on the employee's performance on the basis of overall impressions
(a) Essay Method (b) Confidential Report
(c) Straight Ranking Method (d) Paired Comparison Method
4. _____ refers to training given to employees so as to perform their particular jobs.
(a) Skills training (b) Soft Skills (c) Professional Training (d) Team Training
5. _____ should be fair and equitable since this is the most important factor affecting the employee morale.
(a) Remuneration (b) Job satisfaction (c) Training (d) Worker's participation

ANSWER THE FOLLOWING IN ONE (OR) TWO SENTENCES

(K2)

6. What is human capital management (HCM)?
7. What is human resource planning?
8. What is recruitment and selection?
9. List the performance appraisal methods.
10. What is morale?

SECTION - B

(5 X 8 = 40 MARKS)

ANSWER ANY FIVE QUESTIONS OUT OF EIGHT QUESTIONS.

(K3)

11. Explain the importance of human resource management.
12. What are the steps involved in human resource planning process?. Explain
13. Elucidate the benefits of human resource planning.
14. Explain internal and external sources of recruitment.
15. Distinguish between recruitment and selection.
16. Describe selection process.
17. Explain the performance appraisal method.
18. Write a note on job satisfaction.