

(FOR THE CANDIDATES ADMITTED
DURING THE ACADEMIC YEAR 2023 ONLY)

23UBI5E1

REG.NO. :

N.G.M.COLLEGE (AUTONOMOUS) : POLLACHI

END-OF-SEMESTER EXAMINATIONS : NOVEMBER-2025

B.Com-BANKING AND INSURANCE

MAXIMUM MARKS: 75

SEMESTER: V

TIME : 3 HOURS

PART - III

HUMAN RESOURCE MANAGEMENT

SECTION – A

(10 X 1 = 10 MARKS)

ANSWER THE FOLLOWING QUESTIONS.

MULTIPLE CHOICE QUESTIONS.

K1

1. Which of the following is NOT a function of Human Resource Management?
 - a) Recruitment and Selection
 - b) Employee Training and Development
 - c) Production Scheduling
 - d) Compensation Management
2. Which of the following is the first step in the Human Resource Acquisition process?
 - a) Recruitment
 - b) Selection
 - c) Manpower Planning
 - d) Induction
3. Identifying training needs is generally done through:
 - a) Performance appraisal
 - b) Exit interviews
 - c) Employee absenteeism
 - d) Retirement benefits
4. The main objective of performance appraisal is:
 - a) To punish poor performers
 - b) To evaluate and improve employee performance
 - c) To increase workload
 - d) To reduce salaries
5. Employee relations mainly deal with:
 - a) Employee salaries only
 - b) Relationship between employer and employees
 - c) Marketing strategies
 - d) Production planning

ANSWER THE FOLLOWING IN ONE (OR) TWO SENTENCES.

K2

6. Define :Human Resource Management
7. What are the external sources of recruitment?
8. What is meant by Training Process Outsourcing (TPO)?
9. Give two examples of fringe benefits provided to employees.
10. State two objectives of grievance handling.

SECTION – B

(5 X 5 = 25 MARKS)

ANSWER EITHER (a) OR (b) IN EACH OF THE FOLLOWING QUESTIONS. K3

11. a) Compare Human Resource Management and International Human Resource Management.
(OR)
b) Narrate the scope of Human Resource Management.

(CONTD 2)

12. a) Why is Human Resource Planning important for an organization?
(OR)
b) Explain the selection process with a flowchart.
13. a) Describe the methods of training with examples.
(OR)
b) Explain the importance of Training and Development in organizations.
14. a) Explain the objectives and importance of performance appraisal in organizations.
(OR)
b) Define compensation. Discuss the essential elements and guiding policies of compensation management.
15. a) Describe the grievance handling procedures.
(OR)
b) Explain the concept of employee relations and its importance in maintaining industrial harmony.

SECTION – C**(5 X 8 = 40 MARKS)****ANSWER EITHER (a) OR (b) IN EACH OF THE FOLLOWING QUESTIONS. K4 & K5**

16. a) Describe the functions of Human Resource Management.
(OR)
b) Discuss the evolution of Human Resource Management from Personnel Management to modern HRM. How has the role of HR changed over time?
17. a) Distinguish between recruitment and selection.
(OR)
b) Explain the recruitment process in detail. How do internal and external sources of recruitment differ?
18. a) Describe the steps involved in identifying training and development needs. Give examples.
(OR)
b) Write a detailed note on Management and Career Development, highlighting its role in employee motivation and organizational growth.
19. a) Describe the modern techniques of performance appraisal.
(OR)
b) Explain the methods of wage payment (time rate, piece rate) and various incentive plans with examples.
20. a) Analyze the major causes of conflict in organizations and suggest suitable remedies for effective conflict management.
(OR)
b) Discuss the different types of conflicts.
