

**DATE:24-04-2019**

|  |
| --- |
| **ST. JOSEPH’S COLLEGE (AUTONOMOUS), BANGALORE-27** |
| **B.com - IV SEMESTER** |
| **SEMESTER EXAMINATION: APRIL 2019** |
| **BC 4416 – Human Resource Management** |
|  |  |  |  |  |  |  |
| **Time- 1 1/2 hrs** |  | **Max Marks-35** |  |

**Supplementary candidates only.**

**Attach the question paper with the answer booklet**

**Section A**

I. Answer any **five** questions. Each question carries **1 mark. 5x1=5**

1. Define HRM.
2. Mention any two objectives of human resource management.
3. What is Job description?
4. Define Recruitment.
5. What is performance appraisal?
6. What is stress management?
7. What is succession planning?

 **Section B**

II. Answer any **one** question carrying **5 marks. 1x5=5**

1. Explain the internal source of recruitment.
2. Highlight the importance of HRD.

**Section C**

III. Answer any **one** question carrying **10 marks. 1x10=10**

1. The success of an organization depends upon effective selection process. Enumerate and explain the selection process adopted by an organization.
2. “Research indicates that workers like and expect recognition for doing a good job.” Discuss and justify the above statement.

**Section D**

IV. Answer the following **COMPULSORY** question carrying **15 marks.**  **1x15=15**

12) Training and development has become increasingly essential to the success of modern organisations, yet some still look at training as a problem or as something that is not taken seriously. Training and development is one key approach used by organisations to improve and maintain the capabilities of its workforce. However, many experts distinguish between training and development, being that training tends to be more closely focused and adapted towards short-term performance concerns, while development tends to be adapted more towards expanding an individual’s skills for future responsibilities (Snell and Bohlander 2007). Furthermore, spoiled work, damages, and accidents to equipment and machinery can be kept to a minimum by well trained employees, continued training helps employees develop their ability to learn by adapting themselves to new work methods, learning to use new kinds of equipment, and adjusting to major changes in work relationships and job content, also, through training, new employees learn to measure up to standards for performance, thereby satisfying their human need for personal growth and increasing their value to the organisation (Pigors and Myers 1977).
Similarly, Longenecker and Fink (2005) assert that the benefits derived from training are manifold, and these include; exposure to new and better practices and ideas for application, leads to reflection, self-appraisal and retrospection, motivates employees to improve performance, encourages career development planning, helps identify specific performance problems and challenges an helps employee to think differently.

1. Why do you think Pigors and Myers are saying that “ Through training, new employees learn to measure up to standards for performance, thereby satisfying their human needs for personal growth and also increasing the value of the organization”? (5 marks)
2. List out and explain the various training methods adopted by organizations.

 (10 marks)

"A good manager is a man who isn't worried about his own career but rather the careers of those who work for him."--H.S.M. Burns

**BC 4416\_A\_19**