**ST. JOSEPH’S COLLEGE (AUTONOMOUS), BANGALORE-27**

**IV SEMESTER UG [CBCS]**

**END SEMESTER EXAMINATION,APRIL 2018**

**BCOE 4117: Human Resource Management**

**Time: 1 ½ Hours Max Marks: 35**

Register Number:

Date:6-04-2018 ( 9 AM )

**This paper contains two printed pages and four parts**

**Section A**

**I. Answer any five of the following (5 X 1 = 5marks)**

1. Define performance appraisal
2. Identify the difference job description and job specification
3. What is outsourcing?
4. Explain the term human resource development
5. Mention two reasons for low employee morale
6. What do you understand by Human Resource Planning?
7. Give the meaning of recruitment

**Section B**

**II. Answer any one of the following (1 x 5 = 05 marks)**

1. Highlight duties and responsibilities of human resource manager
2. Explain the importance of HRM

**Section C**

**III Answer any one of the following** (**1 x 10 = 10 marks)**

1. Discuss different methods of training
2. Explain the methods of Performance Appraisal.

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**Section D**

**IV**.**Compulsory Question (1 X 15 = 15 marks)**

1. Safety (India) Pvt. Ltd. is a passenger transport company plying more than 500 passenger buses in Bangalore of different routes. There are more than 5,000 employees working in the company. Out of these about 300 crewmen, (drivers and conducts) are working on the routes. The behaviour of these crewmen while dealing with public and daily commuters in not satisfactory. So far as salary structure of these crewmen is concerned they are paid reasonably well. In spite of it they have become lethargic, lazy and careless. Their productivity level is also very low as compared to the crewmen of other transport company. After having surveyed their behavioural pattern it came to light that they are little interested in their job and job has lost it‘s meaning to them. Read the above case and answer the following questions.

Questions:

1. As a manager of this company what kind of job design you will suggest for these crewmen and why?

2. Is it possible to modify their behaviour by imparting training to them? Explain it.

3. Is it necessary to motivate them by giving monetary incentives? Give reasons.