



K16P 1059

Reg. No. :

Name :

**Third Semester M.A./M.Sc./M.Com. Degree (Reg./Suppl./Imp.)
Examination, November 2016**

COMMERCE

**COM 3C15 : Human Resource Management
(2014 Admission Onwards)**

Time : 3 Hours

Max. Marks : 60

SECTION – A

Answer **any four**. 1 mark for part **a**, 3 marks for part **b**, and 5 marks for part **c**.

1. a) What is industrial relation ?
b) Explain the concept of HR planning.
c) Explain the functions of HR manager.
2. a) What do you mean by stress interview ?
b) Explain the nature of HRD.
c) Explain the various methods of training of workers.
3. a) What is Demotion ?
b) State the objectives of performance appraisal.
c) Explain the importance of leadership.
4. a) What is HR Audit ?
b) Describe the objectives of industrial discipline.
c) Explain the effects of absenteeism.

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- 5. a) What is Labour turnover ?
- b) What are the causes of poor industrial relations ?
- c) Explain the need for training in industry.
- 6. a) What is a suggestion scheme ?
- b) State the objectives of collective bargaining.
- c) What measures can be taken to minimise lay offs ? (4×9=36)

SECTION – B

Answer the following. **Each** carries **12** marks.

- 7. a) Explain whether and how the effectiveness of training programmes can be evaluated.

OR

- b) Explain the scope of HRD.

- 8. a) Define Grievance. When do grievances arise ?

OR

- b) Explain the process of employees selection. (2×12=24)
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