



M 21536

Reg. No. :

Name :

Fourth Semester M.S.W. Degree (Reg./Sup.) Examination, June 2012
Optional – III : HUMAN RESOURCE MANAGEMENT (HRM)
Paper – V : Human Resource Information System and Quality Management

Time : 3 Hours

Max. Marks : 80

PART – I

Answer **any six** of the following. **Each** question carries **3** marks :

1. First Aid
2. HRM
3. Stake holder
4. Network topologies
5. Shares
6. Capital market
7. Sales and marketing
8. Safety audit
9. Business organisation.

(6×3=18)

PART – II

Answer **any five** of the following. **Each** question carries **6** marks :

10. What are major occupational hazards ?
11. What are the major thrust areas of social responsibility ?

P.T.O.



12. What are the classifications of accidents ?
13. Why is Environment Impact Assessment done ? Which is the agency at the national level ?
14. What are the functions of business organisations ?
15. What is HRIS ?
16. Differentiate between production and productivity.
17. What are the needs and importance of social auditing ? (5×6=30)

PART – III

Answer **any two** of the following. **Each** question carries **16** marks :

18. Is accident accidental ? Give your reasons.
 19. Explain ISO audit protocol. Why do companies go for ISO certification ?
 20. Explain with examples total quality management. (2×16=32)
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