

TIME-3 HRS

MARKS-100

- N.B. 1. All questions are compulsory
2. Figures to the right indicate full marks

Q. No. 1(A) Select the most appropriate answer from the options given below (Any Ten) 10

1. Human Resource Management is a _____ process.
 - a) One-Time
 - b) Rare
 - c) Continuous
 - d) Rigid
2. _____ is a summary of human qualities required to perform the job effectively.
 - a) Job Description
 - b) Job Specification
 - c) Job Rotation
 - d) Job Enrichment
3. _____ is a prescribed format of the company to obtain information about every candidate applying for the job.
 - a) Application Format
 - b) Application Sheet
 - c) Application Book
 - d) Application Blank
4. Under _____ employees are shifted from one department to another department.
 - a) Apprenticeship
 - b) Job rotation
 - c) Understudy
 - d) Mentoring
5. _____ refers to evaluation of hidden talents and skills of an employee.
 - a) Performance Appraisal
 - b) Training
 - c) 360 Degree Appraisal
 - d) Potential Appraisal
6. _____ is a set of programs to match an employee's career goals with current and future opportunities in the organisation.
 - a) Goals Planning
 - b) Career Planning
 - c) Future Planning
 - d) Succession Planning
7. Theory X assumes _____ approach of the managers towards employees.
 - a) Traditional
 - b) Professional
 - c) General
 - d) Positive
8. Human relations approach has _____ application.
 - a) Universal
 - b) Special
 - c) General
 - d) Financial
9. _____ is the strength of belief that one's work related efforts will result in completion of task.
 - a) Valence
 - b) Instrumentality
 - c) Expectancy
 - d) Autonomy

Q.No.4 Answer ANY TWO of the following:

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- a) Explain Maslow's Need Hierarchy Theory of Motivation.
- b) What is an Emotional Quotient? Discuss the factors affecting Emotional Quotient.
- c) What is employee grievance? Discuss causes of employee grievances.

Q.No.5 Answer ANY TWO of the following:

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- a) What are competencies? Explain the classification of competencies
- b) Explain the term Employee Engagement. What are the different types of Employee Engagement?
- c) Explain the factors affecting work life balance.

Q.No.6 Write short Notes (ANY FOUR)

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- a) E-Selection
- b) Methods of Evaluating Training Effectiveness
- c) Employee Welfare Measures
- d) Techniques of Counselling
- e) Downsizing
- f) Attrition
