



Name :

Roll No. :

Invigilator's Signature :

**CS/MHA/SEM-2/MHA-203/2011
2011**

HUMAN RESOURCE MANAGEMENT

Time Allotted : 3 Hours

Full Marks : 70

The figures in the margin indicate full marks.

*Candidates are required to give their answers in their own words
as far as practicable.*

GROUP – A

(Multiple Choice Type Questions)

1. Choose the correct alternatives for any *ten* of the following :

10 × 1 = 10

- i) Performance Appraisal is a primary HRM process that links employees and organizations and provides input for other processes through the means
 - a) Identification, Measurement, Management
 - b) Assessment, Direction, Development
 - c) Recruitment, Selection, Onboarding
 - d) Skill, Effort, Responsibility.
- ii) Total compensation is all forms of direct and indirect compensation paid or provided to the employee in recognition of employment status and performance. All of the following are forms of direct compensation *except*
 - a) Base pay
 - b) Variable pay
 - c) Statutory benefits
 - d) Stock benefits.



- iii) Groups can be rewarded in a pay for performance plan in all of the following ways *except*
 - a) Gainsharing
 - b) Bonus
 - c) Awards
 - d) Merit.
- iv) Phase of Career Development which is focused on helping employees to identify strengths and weaknesses that may affect future performance by
 - a) Direction phase
 - b) Assessment phase
 - c) Development phase
 - d) Training phase.
- v) The systematic process of making job valuation determinations about a job based upon its content and the way in which it actually functions within the organization is called
 - a) Job Evaluation
 - b) Job Determination
 - c) Job Analysis
 - d) Job Grading.
- vi) Pay-For-Performance System
 - a) Seeks to acknowledge differences in employee or group contributions
 - b) Responds to the fact that organizational performance is a function of individual or group performance
 - c) Uses pay to attract, retain and motivate employees relative to their performance and contribution
 - d) All of these.
- vii) A number of potential problem areas may affect the quality of performance measurement results in performance appraisal such as
 - a) rater error and bias (halo, range restriction, personal bias and comparability)
 - b) influence of liking
 - c) organizational politics
 - d) all of these.



- viii) All of the following are ways for information dissemination to occur *except*
- a) Employee Handbooks
 - b) Employee Attitude Surveys
 - c) Employee Websites
 - d) HR Websites.
- ix) Effective of the most appropriate employee performance dimensions is a key to the success of the performance appraisal process.
- a) Identification b) Management
 - c) Measurement d) Appraisal.
- x) is an ongoing and formalized effort that recognizes employees as valuable organizational resources and focuses on developing them to their fullest, practical performance potential.
- a) Career development
 - b) Career counselling
 - c) Performance appraisal
 - d) None of these.
- xi) Too great a reliance on internal recruitment can result in
- a) Reduced job performance
 - b) High labour turnover
 - c) Internal conflict
 - d) Poor group dynamics.



GROUP – B

(Short Answer Type Questions)

Write short notes on any *three* of the following.

$3 \times 5 = 15$

2. Judgmental errors in interviews.
3. Importance of succession planning.
4. HRIS.
5. Systems approach to HRM.
6. Employee retirement benefits.

GROUP – C

(Long Answer Type Questions)

Answer any *three* of the following. $3 \times 15 = 45$

7. Elaborate the concept, need and process of performance appraisal in modern organisations.
8. What is the process of human resource planning ? What are demand forecast and supply forecast ? What are the advantages of internal recruitment ? $3 + 8 + 4$
9. Several types of interviews are commonly used depending on the nature & importance of the position to be filled within an organization. Explain the different types of interviews and tests applied by organisations for selecting suitable candidates. $7 + 8$
10. What are the key issues that should be addressed in the design, conduct and evaluation of training programs ? Discuss in detail. $5 + 5 + 5$
11. Write short notes on any *three* of the following : 3×5
 - a) Training *vs* Development
 - b) Types of Fringe benefits
 - c) HR Audit
 - d) Sources of Recruitment
 - e) Demand Forecasting.