

**STELLA MARIS COLLEGE (AUTONOMOUS), CHENNAI – 600086**  
**(For candidates admitted during the academic year 2019-2020)**

**COURSE CODE: 19VB/VM/HR66**

**B.VOC DEGREE EXAMINATION - APRIL 2022**  
**BANKING, FINANCIAL SERVICES AND INSURANCE**  
**SIXTH SEMESTER**

**COURSE : MAJOR – CORE**

**PAPER : HUMAN RESOURCES MANAGEMENT**

**TIME : 3 HOURS**

**MAX. MARKS: 100**

**SECTION – A**

**Answer ALL Questions:**

**(10x2 = 20)**

1. Define HRM.
2. What is Job Evaluation?
3. List the process of recruitment.
4. What is a 360-degree appraisal?
5. Write a note on Remedial Training.
6. State any two objectives of E-Learning.
7. What is Group Discussion?
8. Describe the objective of performance appraisal.
9. What do you understand by Online Recruitment Portals?
10. What is Gate Recruitment?

**SECTION – B**

**Answer Any FIVE Questions:**

**(5x4 = 20)**

11. What is Job description? List the contents.
12. Explain any two limitations in an Interview.
13. Give a brief explanation on the following managerial function,  
a) Planning b) Directing
14. Bring out the significance of organisational analysis in identifying training needs.
15. Explain the various components of Compensation.
16. “A well thought out training programme is essential for all new employees”. Do you agree? Give reasons.
17. In your own words differentiate between Education and Training.

**SECTION – C**

**Answer Any TWO Questions:**

**(2x15 = 30)**

18. “Human Resource Management seeks to achieve personal and social goal.” Elucidate.
19. Explain in detail the process of Job Analysis.
20. Discuss the various types of Interviews and explain the steps in an interview.

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**SECTION – D****21. Case Study Analysis****(30 marks)**

Smith & Jones, a medium-sized manufacturer of medical devices, that started operations in 2009, has its head office at Pune. Because of the recent downsizing of a public sector aeronautical firm, each job opening at Smith & Jones attracts five times more applications than it did just 2 years ago. An engineering position is likely to generate as many as 300 applicants. It is expected that under these conditions, finding employees would be easy. However, the selective lay-offs during downsizings and the need for people to seek new career paths have created a pool of less-than-qualified applicants.

Questions:

- (a) Suppose you have the major responsibility of filling the job openings for engineers at Smith & Jones, how will source the recruitment of employees. (5 marks)
- (b) Discuss the recruitment process to select the right candidates in such a scenario? (10 marks)
- (c) Illustrate the best techniques and tools you would use for the selection of this group of employees. (10 marks)
- (d) What do you foresee as the various hurdles in the selection process? (5 marks)  
Make suitable assumptions and give rationale for your answer.

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