

STELLA MARIS COLLEGE (AUTONOMOUS) CHENNAI – 86
(For candidates admitted from the academic year 2023 – 2024)

B.COM. DEGREE EXAMINATION - NOVEMBER 2024
HONOURS
THIRD SEMESTER

COURSE : MAJOR CORE
PAPER : HUMAN RESOURCE MANAGEMENT
SUBJECT CODE : 23BH/MC/HR34
TIME : 3 HOURS **MAX. MARKS: 100**

| SECTION A | | | | |
|------------------|---|---------------|-----|----|
| Q. No. | Answer all the questions: | (5 x 2 = 10) | CO | KL |
| 1 | Define Human Resource Management. | | CO1 | K1 |
| 2 | List any two differences between Recruitment and Selection. | | CO1 | K1 |
| 3 | Write a note on Compensation Strategy. | | CO1 | K1 |
| 4 | What is Employee Communication? | | CO1 | K1 |
| 5 | Briefly explain HR Information System. | | CO1 | K1 |
| SECTION B | | | | |
| Q. No. | Answer any four questions: | (4 x 5 = 20) | CO | KL |
| 6 | Identify the challenges faced by Human Resource Manager. | | CO2 | K2 |
| 7 | How can you identify training needs for an employee? | | CO2 | K2 |
| 8 | Compare Career Development with Succession Planning. | | CO2 | K2 |
| 9 | State the procedure for Redressal of grievances. | | CO2 | K2 |
| 10 | Outline the importance of human resource planning. | | CO2 | K2 |
| 11 | Write a note on International HRM. | | CO2 | K2 |
| SECTION C | | | | |
| Q. No. | Answer the questions: (Internal Choice): | (4 x 10 = 40) | CO | KL |
| 12 a. | Differentiate between Human Resource Management and Personnel Management. | | CO3 | K3 |
| | (or) | | | |
| 12 b. | Identify the challenges involved in managing Human Resources. | | | |
| 13 a. | Describe the steps involved in the Selection Process. | | CO3 | K3 |
| | (or) | | | |
| 13 b. | Elucidate the role of Artificial Intelligence in Human Resource Management. | | | |
| 14 a. | Analyse the Modern methods of Performance Appraisal. | | CO4 | K4 |
| | (or) | | | |
| 14 b. | Examine the types of Wage Incentive Plan. | | | |
| 15 a. | Why do Industrial Disputes arise? How can such disputes be settled? | | CO4 | K4 |
| | (or) | | | |
| 15 b. | Examine the privacy rights an employee should have in the work place. | | | |

| SECTION D | | | | |
|------------------|---|----------------------|-----------|-----------|
| Q. No. | Answer any one question: | (1 x 15 = 15) | CO | KL |
| 16 | Evaluate the factors influencing Wage and Salary administration. | | CO5 | K5 |
| 17 | Critically analyse the ethical and sustainability issues in Human Resource Management. | | CO5 | K5 |
| SECTION E | | | | |
| Q. No. | Answer the question: | (1 x 15 = 15) | CO | KL |
| 18 | <p>ABC Retail is a growing national retail chain that sells clothing and home goods. The company has expanded rapidly in recent years, adding new stores across various states. As a result, ABC has hired many new employees, most of whom have little or no experience in retail. To ensure these new hires meet the company's service standards, ABC's HR department developed a basic training program that focuses on customer service, product knowledge, and company policies.</p> <p>However, managers at several locations have noticed issues with the training program. Some employees feel that the training is too brief and does not cover enough practical scenarios. Others have commented that the content is repetitive, and they quickly lose interest. The HR team is now considering revising the training program but needs to address these concerns.</p> <p>Questions:</p> <ol style="list-style-type: none"> a) What steps can ABC Retail take to improve the engagement and effectiveness of its training program for new employees? b) How can the Human Resource department ensure the training covers both essential information and practical skills without overwhelming new hires? c) What methods can ABC use to gather ongoing feedback from employees and managers to continually refine the training process? | | CO5 | K6 |
