

**STELLA MARIS COLLEGE (AUTONOMOUS) CHENNAI – 600 086.
(For candidates admitted during the academic year 2011-12 & thereafter)**

SUBJECT CODE: 11CM/PC/HR24

**M.Com. DEGREE EXAMINATION APRIL 2015
COMMERCE
SECOND SEMESTER**

**COURSE : CORE
PAPER : HUMAN RESOURCE MANAGEMENT
TIME : 3 HOURS** **MAX. MARKS: 100**

SECTION A

ANSWER ANY FIVE QUESTIONS: 5 X 8 = 40

1. Explain the nature and scope of human resource management.
2. What is Job Description? What are the contents of a Job Description?
3. Explain the sources of recruitment.
4. What is the role of Orientation in human resource management?
5. Write a note on Quality of work life.
6. What is Absenteeism? What are the causes of absenteeism?
7. What is the need for employee training in human resource development?
8. What is Mentoring? What are the benefits of mentoring?

SECTION B

ANSWER ANY THREE QUESTIONS: 3 X 20 = 60

9. Explain in detail the functions of human resource management.
10. What is Selection? Explain in detail the selection procedure.
11. Explain Herzberg's theory of motivation. What are the criticisms of the theory?
12. Describe the tools that can be used in order to improve managerial effectiveness in organisations.
13. What are the challenges faced by managers in organisations? How are the challenges caused by organisational change managed?
