

CARMEL COLLEGE OF ARTS, SCIENCE AND COMMERCE

M.Com (Semester –II) Examination, July 2021

COC221: Human Resource Management (OA-18 A)

Duration: 2 Hours

Max. Marks: 40

Instructions: 1) This paper consists of **six** questions

2) Question No.1 consists of **5 compulsory** questions of **2 marks** each

3) Answer **any 3** questions from Question **2,3,4,5 & 6**

4) The scanned copy of the answer sheets should be uploaded before 1:00 p.m. on the day of the exam

5) Figures to the **right** indicate **marks**.

Q1) Answer the following questions

(5x2=10)

- a. Differentiate between Job Enrichment and Job Enlargement.
- b. What is sensitivity training?
- c. How does the 360-degree feedback technique of appraisal work?
- d. What is Strategic Human Resource Management?
- e. Differentiate between BPO and KPO.

Q2) If you were to audit an existing performance appraisal system, what criteria would you use to judge its effectiveness? Briefly discuss any two methods of performance appraisal. **10**

Q3) Discuss the recent trends in Human Resource Management. **10**

Q4) You are the HR manager of a pharmaceutical company. There are vacancies for the position of 'Drug and Safety specialist.' Considering the Covid-19 pandemic, design a recruitment and selection process for the company. **10**

Q5) a. Why should Human Resource plan be integrated with the overall organisational strategic plan? **05**

b. As a frontline supervisor, what indicators would you need in order to decide whether a low performing subordinate was a selection mistake or merely needs training? **05**

Q6) a. What is the difference between reliability and validity? In what respects are they similar? **05**

b. Why do you think strategic management can offer competitive advantage to a firm? **05**
