

**MASTER OF COMMERCE
SECOND SEMESTER
HUMAN RESOURCE MANAGEMENT
MCM – 202**

**SET
A**

[USE OMR SHEET FOR OBJECTIVE PART]

Duration: 3 hrs.

Full Marks: 70

Time: 30 mins.

(Objective)

Marks: 20

Choose the correct answer from the following:

1 × 20 = 20

1. To maintain the contribution of the department at an appropriate level in the organization is the _____ objective of HRM.
 - a. Personal
 - b. Functional
 - c. Organisational
 - d. Societal
2. Which of the following is not correct concerning the philosophy of HRM vis-à-vis personnel management?
 - a. Job design is team-based
 - b. Based on seeking the willing commitment of the employee
 - c. Based on compliance on the part of the employee
 - d. Views human resources as a strategic asset
3. _____ assumes that the satisfaction of basic needs is the symbol of morale.
 - a. The classical approach to employee morale
 - b. The psychological approach to employee morale
 - c. The social approach to employee morale
 - d. All the above
4. _____ management is a process intended to create and maintain a positive work environment where the similarities and differences of individuals are valued.
 - a. Change
 - b. Knowledge
 - c. Stress
 - d. Diversity
5. Which of the following is not the content of the job description?
 - a. Job Classification
 - b. Duties and Responsibilities
 - c. Job Summary
 - d. Mental Qualification
6. The engineering approach to job design was devised by:
 - a. Henri Fayol
 - b. Abraham Maslow
 - c. FW Taylor
 - d. Elton Mayo
7. _____ is a vertical expansion of a job by adding more responsibility and freedom to do it.
 - a. Job rotation
 - b. Job enrichment
 - c. Job enlargement
 - d. Job simplification

8. The first stage in the performance appraisal process:
- Establishing performance standards
 - Measuring actual performance
 - Corrective actions
 - Identifying performance gap
9. _____ entails identifying the key jobs in an organisation and ensuring that, if anything, planned or unplanned were to remove the present job holder from his post, there would be someone ready to take the place.
- Human Resource planning
 - Succession planning
 - Performance management planning
 - Performance appraisal planning
10. Statement I - Training is the act of increasing the knowledge and skill of an employee for doing a particular job.
Statement II - Development program enhances employees' managerial abilities.
- Only Statement I is true
 - Only Statement II is true
 - Both Statements are true
 - Both Statements are false
11. Performance management includes:
- Planning performance
 - Appraising performance
 - Feedback
 - All the above
12. Who proposed Return on Investment (ROI) methods of evaluating training effectiveness?
- Jack Phillips
 - Kaufman
 - Anderson
 - Don Kirkpatrick
13. Which of the following is not a component of Direct Compensation?
- Holiday homes
 - Salary
 - Bonus
 - House Rent Allowance
14. Which of the following is not a non-financial incentive?
- Job satisfaction
 - Recognition
 - Cash award
 - Training opportunities
15. Compensation strategy that aims at motivating employees:
- Fringe Benefits
 - Incentives
 - Both a & b
 - Neither a nor b
16. Taylor's Differential Piece Rate System is directed to:
- Individual and group performance
 - Group performance
 - Supervisors' performance
 - Individual worker's performance
17. According to section 67 of the Industrial Relations Code, 2020, the Laid-off compensation shall be equal to _____.
- 50% of basic wages
 - 50% of Dearness Allowances
 - 50% of basic wages and Dearness Allowances
 - Full wages with 50% Dearness Allowances
18. Retrenchment does not include:
- Retirement
 - Termination on the ground of ill health
 - Termination due to disciplinary issues
 - All the above

19. One of the causes of absenteeism is _____.
- a. Mandatory paid sick leave
 - b. Lack of motivation
 - c. Written policy on absenteeism
 - d. Tracking attendance
20. Labour turnover due to the seasonal nature of the business falls into the category of _____ of labour turnover.
- a. Unavoidable Causes
 - b. Personal Causes
 - c. Avoidable Causes
 - d. None of the above

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(Descriptive)

Time : 2 Hr. 30 Mins.

Marks : 50

[Answer question no.1 & any four (4) from the rest]

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| 1. Elaborate upon the Kirkpatrick's Four-level Training Evaluation Model. | 10 |
| 2. How does international HRM differ from domestic HRM? | 10 |
| 3. Write a note on:
a) Moonlighting
b) 360-degree performance appraisal | 5+5=10 |
| 4. What is job evaluation? Briefly explain the point system of job evaluation. | 2+8=10 |
| 5. a) Briefly explain <i>any two</i> on-the-job training methods.
b) What are fringe benefits? State its types with examples. | 5+5=10 |
| 6. Describe the factors influencing compensation management in an enterprise. | 10 |
| 7. Define HR Audit. Highlight the various approaches to HR Audit. | 2+8=10 |
| 8. a) How an exit policy enhances the effectiveness of HR practices?
b) Pass critical comments on the concept of 'Work from Home'. | 5+5=10 |

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