

# **SHRI GURUNANAK DEGREE COLLEGE PREET VIHAR RUDRAPUR**

**B.com(H) III Semester**

**BCH 304: Human Resource Management**

## **Section A: Long Answer Questions**

### **Unit I: Introduction to HRM**

1. Define Human Resource Management. Discuss its objectives and significance.
2. Differentiate between Personnel Management and Human Resource Management.
3. Explain the functions of Human Resource Management.
4. Elaborate the scope and nature of HRM in modern organizations.
5. Discuss the process and importance of Human Resource Planning.
6. Explain the challenges faced by HRM in India.
7. Describe the role of HR Manager in an organization.
8. Compare Traditional HRM and Strategic HRM.
9. Discuss the relationship between HRM and organizational performance.
10. Explain the evolution of HRM in India.

### **Unit II: Employment of Personnel**

1. Explain the process of Recruitment and its sources.
2. Describe the various steps involved in Selection.
3. Discuss the importance and methods of Employee Orientation.

4. Define Promotion. State its types and advantages.
5. Differentiate between Promotion and Transfer.
6. Explain the objectives and methods of Placement.
7. Discuss Demotion: causes and implications.
8. Describe the significance of manpower planning in recruitment.
9. Explain the internal and external sources of recruitment.
10. Discuss modern trends in recruitment and selection.

### **Unit III: Training & Development**

1. Define Training and Development. Discuss their importance.
2. Explain the methods of training used in organizations.
3. Discuss the difference between on-the-job and off-the-job training.
4. Explain the stages involved in a training programme.
5. Discuss the importance of evaluating a training programme.
6. Define management development and discuss its techniques.
7. Explain the challenges faced in training and development.
8. Discuss how training affects employee performance and retention.
9. Explain the importance of Training Needs Assessment.
10. Discuss the role of HRM in developing organizational talent.

### **Unit IV: Performance Appraisal**

1. Define Performance Appraisal. Discuss its objectives and significance.

2. Explain the process of Performance Appraisal in detail.
3. Describe various modern methods of performance appraisal.
4. Discuss the limitations and problems of performance appraisal.
5. Explain 360-degree appraisal with examples.
6. What is Job Enrichment? How does it differ from Job Enlargement?
7. Discuss the impact of performance appraisal on employee development.
8. Explain the ethical issues in performance appraisal.
9. Evaluate the role of feedback in performance appraisal systems.
10. Suggest ways to improve the effectiveness of performance appraisals.

#### Unit V: Remuneration

1. Define Wage. Discuss the need for wage policy in India.
2. Explain the components and structure of wage.
3. Differentiate between monetary and non-monetary incentives.
4. Discuss various individual and group incentive plans.
5. Explain the role of government in wage determination.
6. Describe the concept and importance of National Wage Policy.
7. Explain the process of wage fixation in India.
8. Evaluate the factors influencing wage and salary administration.
9. Discuss fringe benefits and their impact on employee motivation.

10. What are the objectives and essentials of a sound wage policy?

## **Section B: Short Answer Questions**

### **Unit I: Introduction to HRM**

1. Define HRM in one line.
2. What is Human Resource Planning?
3. Mention any two functions of HRM.
4. State any two differences between HRM and Personnel Management.
5. What is the need for HRM?
6. Define Strategic HRM.
7. Who is an HR Manager?
8. What is the importance of manpower planning?
9. List any two challenges in HRM.
10. What is the scope of HRM?

### **Unit II: Employment of Personnel**

1. Define Recruitment.
2. Mention two sources of recruitment.
3. What is selection?
4. Define placement.
5. What is demotion?

6. Mention two causes of transfer.
7. What is orientation?
8. Define internal recruitment.
9. Mention two benefits of promotion.
10. Define manpower planning.

### **Unit III: Training & Development**

1. Define training.
2. What is development?
3. What is on-the-job training?
4. Mention any two training methods.
5. What is training need assessment?
6. Define management development.
7. What is coaching in training?
8. Mention one objective of training.
9. State any two challenges in training.
10. What is job rotation?

### **Unit IV: Performance Appraisal**

1. Define performance appraisal.
2. What is 360-degree appraisal?

3. Mention any two methods of appraisal.
4. Define job enrichment.
5. Define job enlargement.
6. What is BARS method?
7. Mention two objectives of appraisal.
8. Define feedback in appraisal.
9. State one benefit of performance appraisal.
10. Mention any one ethical issue in appraisal.

#### **Unit V: Remuneration**

1. What is wage policy?
2. Define incentives.
3. What is fringe benefit?
4. Mention two types of incentives.
5. What is group incentive plan?
6. Define wage structure.
7. What is wage fixation?
8. Mention any one factor affecting wage.
9. Define National Wage Policy.
10. Mention one objective of wage policy.

## **Section C: Multiple Choice Questions**

### **Unit I: Introduction to HRM**

1. HRM stands for:

- A) Human Resource Manager
- B) Human Research Management
- C) Human Resource Management
- D) Human Relations Management

Answer: C

2. Which of the following is not a function of HRM?

- A) Recruitment
- B) Training
- C) Marketing
- D) Performance Appraisal

Answer: C

3. Human Resource Planning involves:

- A) Marketing Planning
- B) Planning for future manpower needs
- C) Planning Sales Strategy
- D) Stock Planning

Answer: B

4. Personnel Management is:

- A) Employee-focused
- B) People management in older terms

C) Same as HRM

D) None

Answer: B

5. The scope of HRM includes:

A) Recruitment

B) Selection

C) Training

D) All of the above

Answer: D

6. Strategic HRM emphasizes:

A) Short-term planning

B) Long-term planning

C) Daily tasks

D) None

Answer: B

7. HRM is concerned with:

A) Machine efficiency

B) Human efficiency

C) Technological updates

D) Infrastructure

Answer: B

8. HRM evolved during:

A) Industrial Revolution



B) Post-WWII

C) 2000s

D) Ancient Times

Answer: A

9. HR Planning ensures:

A) Surplus manpower

B) Right people at right job

C) No recruitment

D) Marketing strategies

Answer: B

10. Personnel Management is:

A) Strategic in nature

B) Administrative in nature

C) Financial

D) Legal

Answer: B

## **Unit II: Employment of Personnel**

1. Recruitment is the process of:

A) Firing employees

B) Attracting suitable candidates

C) Promoting staff

D) Retiring staff

Answer: B

2. Which of the following is an internal source of recruitment?

- A) Advertising
- B) Campus placement
- C) Promotions
- D) Agencies

Answer: C

3. The final step in the selection process is:

- A) Interview
- B) Medical test
- C) Placement
- D) Training

Answer: C

4. Transfer involves:

- A) Change in salary
- B) Change in location or department
- C) Termination
- D) Demotion

Answer: B

5. Orientation is also called:

- A) Induction
- B) Selection
- C) Evaluation
- D) Rotation

Answer: A

6. Demotion is:

- A) Increase in rank
- B) Lateral move
- C) Reduction in rank
- D) Reward

Answer: C

7. Placement is:

- A) Assignment of a job to selected candidate
- B) Training
- C) Advertisement
- D) Job rotation

Answer: A

8. Recruitment policy is influenced by:

- A) Organizational size
- B) Cost
- C) Government policy
- D) All of the above

Answer: D

9. The process of attracting candidates is:

- A) Orientation
- B) Recruitment
- C) Promotion

D) Transfer

Answer: B

10. Selection is:

A) A random process

B) Shortlisting suitable candidates

C) General training

D) Temporary appointment

Answer: B

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### **Unit III: Training & Development**

1. Training is mainly concerned with:

A) Present job

B) Future job

C) Personal life

D) Education

Answer: A

2. Development focuses on:

A) Immediate job skills

B) Long-term growth

C) Timepass

D) Transfer

Answer: B

3. On-the-job training includes:

- A) Lectures
- B) Role playing
- C) Job rotation
- D) Case study

Answer: C

4. Coaching is:

- A) Formal training
- B) Direct supervision
- C) Indirect training
- D) None

Answer: B

5. Training needs are identified by:

- A) Guess
- B) Training Need Analysis
- C) Employee desire
- D) Random choice

Answer: B

6. Vestibule training is:

- A) Classroom learning
- B) Simulated environment
- C) Practical lab
- D) Distance learning

Answer: B

7. Job rotation is used for:

- A) Reducing salary
- B) Increasing boredom
- C) Multiskilling
- D) Dismissing workers

Answer: C

8. Development programmes are for:

- A) Lower staff
- B) Top executives
- C) Interns
- D) Clerks

Answer: B

9. Training leads to:

- A) Increased absenteeism
- B) Employee dissatisfaction
- C) Improved performance
- D) Resignation

Answer: C

10. A drawback of off-the-job training:

- A) Lack of practice
- B) Distraction
- C) Higher cost
- D) Low participation

Answer: C

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#### **Unit IV: Performance Appraisal**

1. Performance Appraisal is a method of:

- A) Hiring
- B) Measuring job performance
- C) Demoting employees
- D) Giving leave

Answer: B

2. One traditional method of appraisal:

- A) Ranking
- B) BARS
- C) 360-degree
- D) MBO

Answer: A

3. BARS stands for:

- A) Basic Appraisal Review System
- B) Behaviorally Anchored Rating Scales
- C) Business Appraisal Report System
- D) None

Answer: B

4. Job enrichment adds:

- A) Salary

B) Extra duties with responsibility

C) Vacation

D) Transfers

Answer: B

5. Job enlargement increases:

A) Pay

B) Job diversity

C) Bonus

D) Leave

Answer: B

6. Who conducts 360-degree appraisal?

A) Manager only

B) HR only

C) Multiple sources

D) Friends

Answer: C

7. MBO stands for:

A) Management By Orientation

B) Management By Objective

C) Management By Orders

D) Management Based Outlook

Answer: B

8. Feedback is:



- A) Avoidable
- B) Optional
- C) Important in appraisal
- D) Not necessary

Answer: C

9. A drawback of performance appraisal:

- A) Objective decision
- B) Bias
- C) Promotion
- D) Salary hike

Answer: B

10. Appraisal helps in:

- A) Reducing productivity
- B) Career planning
- C) Legal action
- D) Transfers only

Answer: B

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## **Unit V: Remuneration**

1. Remuneration includes:

- A) Salary
- B) Incentives

- C) Fringe benefits
- D) All of the above

Answer: D

2. Which is a financial incentive?

- A) Praise
- B) Bonus
- C) Job title
- D) Recognition

Answer: B

3. Wage policy is needed for:

- A) Random pay
- B) Standardisation
- C) Cost cutting
- D) Fire staff

Answer: B

4. Group incentive example:

- A) Overtime
- B) Team bonus
- C) Commission
- D) Individual hike

Answer: B

5. Fringe benefits include:

- A) Salary

B) Paid holidays

C) Wage

D) Allowance

Answer: B

6. Wage fixation is done by:

A) Market

B) Government

C) Employees only

D) None

Answer: B

7. National Wage Policy is guided by:

A) Private firms

B) Public demand

C) Government of India

D) Trade unions

Answer: C

8. Remuneration motivates employees through:

A) Emotional talk

B) Extra holidays

C) Monetary benefits

D) Threats

Answer: C

9. Individual incentive is:

A) Profit sharing

B) Team lunch

C) Bonus

D) Group bonus

Answer: C

10. A good wage policy ensures:

A) Disparity

B) Equality

C) Conflict

D) Delay

Answer: B