

APRIL/MAY 2019

**MCM22 — HUMAN RESOURCE
MANAGEMENT**

Time : Three hours

Maximum : 75 marks

SECTION A — (5 × 6 = 30 marks)

Answer ALL questions.

1. (a) State the importance of HR planning.

Or

- (b) Explain the importance of motivation.

2. (a) What are the factors determining the Recruitment.

Or

- (b) Discuss Maslow's Hierarchy of needs.

3. (a) What are the fringe benefits? State their importance.

Or

- (b) State the circumstances that normally lead to Employee transfer?

4. (a) Explain the various causes of Employee grievances.

Or

- (b) Critically Evaluate the graphic scale rating method of performance appraisal?

5. (a) Define incentive, What are the problems normally faced in the implementation of incentive plans.

Or

- (b) Distinguish formal organisation from informal organisation.

SECTION B — (3 × 15 = 45 marks)

Answer any THREE questions.

6. Explain the various steps involved in the HR planning.
7. Discuss the different stages in selection.
8. Describe the grievance Redressal mechanism in the organisation – state its benefits.

9. State the pros and cons of seniority and merits criteria of promotion.

10. What is training? Explain the importance of on the job and off the job training method.