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Question Paper Code: 97C03

B.E./B.Tech. DEGREE EXAMINATION, APRIL 2024

Seventh Semester

Computer Science and Business Systems

19UCB703 HUMAN RESOURCE MANAGEMENT

(Regulations 2019)

Duration: Three hours

Maximum: 100 Marks

Answer ALL Questions

PART A - (10 x 1 = 10 Marks)

1. HRM is _____ in nature. CO1 -U
(a) pervasive (b) evasive (c) decisive (d) inclusive
2. TQM stands for _____. CO1 -U
(a) Total Quality Management (b) Total Quantity Management
(c) Total Qualitative Management (d) Total Quantitative Management
3. Job Analysis is the process of studying and collecting information relating to the _____ of a specific job CO1 -U
(a) operations (b) responsibility (c) both (a) and (b) (d) none of the above
4. Which of the following factors state the importance of the Human Resource Planning? CO1 -U
(a) Creating highly talented personnel (b) International strategies
(c) Resistance to change and move (d) All of the above
5. Which of this is a step in training process? CO1 -U
(a) KSA deficiency (b) Provide proper feedback
(c) Obstacles in the system (d) Use of evaluation models

6. _____ are responsible for assisting and advising line managers in areas like recruiting, hiring, and compensation. CO1 -U
- (a) Human resource managers (b) Staff managers
(c) Line managers (d) Board members
7. McDonald's makes use of which social media platform to target its young and tech-savvy recruits? CO1 -U
- (a) Snapchat (b) Instagram (c) Facebook (d) Hike
8. Which is not an advantage of external Source of recruitment. CO1 -U
- (a) New blood (b) More competition
(c) Less partial (d) Less expensive
9. A major difference between International HRM and Domestic HRM is the _____. CO1 -U
- (a) increased complexities such as currency fluctuations, foreign HR policies H and practices, and differing labour laws
(b) number of employees covered by the HR policies
(c) ease with which employees adjust to new cultures
(d) development of effective cross-boarder management styles
10. Empowerment _____ participative management. CO1 -U
- (a) Discourage (b) opposes (c) supports (d) compliments

PART – B (5 x 2= 10Marks)

11. Identify and list few areas of computer application in HRM. CO1 -U
12. List out the key factors considered in work load analysis. CO1 -U
13. How will you get feedback during or after training? CO1 -U
14. Define performance appraisal. CO1 -U
15. What are the security and privacy considerations when handling sensitive HR data in electronic systems? CO1 -U

PART – C (5 x 16= 80Marks)

16. (a) Design a competency-based training program to bridge the identified skill gaps and enhance employees' competency levels. CO2 Ap (16)
Or
(b) Develop a competency framework for a specific job role in your industry. CO2 Ap (16)
17. (a) Compare and contrast the advantages and disadvantages of different job analysis methods. CO1-U (16)
Or
(b) Describe the key components of a job description. CO1-U (16)
18. (a) Describe a training plan for new employees joining a customer support team. CO1-U (16)
Or
(b) Describe a structured interview guide for assessing customer service skills in job candidates. CO1-U (16)
19. (a) Using a case study evaluate the strengths and weaknesses of different solutions before making a decision? CO2 Ap (16)
Or
(b) Can you provide examples of situations where you had to dissect complex problems to identify root causes? CO2 Ap (16)
20. (a) Apply the principles of Green HRM to develop a training program that educates employees about sustainability and environmental responsibility CO1-U (16)
Or
(b) Describe the potential risks and rewards of outsourcing HR functions to third-party vendors in multiple countries. CO1-U (16)

