



(Please write your Exam Roll No.)

Exam Roll No. 06021401712

END TERM EXAMINATION

FOURTH SEMESTER [BBA/TTM/MOM] MAY JUNE - 2014

Paper Code: [BBA/BBA(TTM)/MOM]-202

Subject: Human Resources Management

Time : 3 Hours

Maximum Marks :75

Note: Attempt any five questions. All questions carry 15 marks each.

Q1 Attempt any five parts of the following-

- (a) What is the importance of job analysis?
- (b) Differentiate between Induction and training.
- (c) State the benefits of orientation training.
- (d) Explain how quality circles work in organizations.
- (e) What is the difference between transfer and promotion?
- (f) Identify the components of employee compensation.

Q2 What are the key principle of TQM? Elaborate by taking up a suitable Indian example.

Q3 Suppose you are the manager of a five star hotel and are required to ensure that all your employees perform at a high level to ensure customer satisfaction. Design a training programme for the front desk staff. How would you measure the effectiveness of training?

Q4 Describe how Behaviourally Anchored Rating Scale (BARS) can be used as an effective method of performance appraisal?

Q5 What are methods of job evaluation? Explain.

Q6 Compare and contrast the advantages and disadvantages of internal and external sources of recruitment.

Q7 Critically review the social security system in India for the welfare of workers.

Q8 Explain how we can assess the effectiveness of human resource policies and activities?

P