

**MOTHER TERASA COLLEGE OF ARTS & SCIENCE, ILLUPPUR, PUDUKOTTAI
PG & DEPARTMENT OF BUSINESS ADMINISTRATION**

III BBA

Semester: IV

Sub code: 16CCBB13- HUMAN RESOURCE MANAGEMENT

Prof. A. KIRUTHIGA, MBA, MPhil,

2 MARK WITH ANSWER

Unit-1

1. Define HRM:

It is in art of procuring, developing and maintaining the competent workforce in order to achieve the goals of the organization in an effective and efficient manner.

2. What are objectives of HRM?

- To help organisation to reach its goal.
- To employ the skills and abilities of workforce efficiently.
- To develop and maintain a quality of work life.
- To provide the organisation with well trained and well motivated employees.
- To be ethically and socially responsive to the needs of the society.

3. What are the functions of HRM?

- **Managerial functions**
- Planning
- Organizing
- Directing
- Controlling
- **Operative functions**
- Human resource development
- Motivation & compensation
- Maintenance
- Integration

4. What do you mean by procurement function?

- It is concerned with procuring and employing the people possessing necessary skill, knowledge aptitude etc to achieve the organizational objectives.

- It covers the functions such as job analysis manpower planning, recruitment, selection, placement, induction and internal mobility.

5. What are the characteristics of HRM?

- It is an art and science
- It is pervasive function
- It is a continuous process
- It focus on result
- It is an integrated concept

Unit – II

1. Define Human Resource planning (HRP)?

Accounting to E.W.Vetter, HRP is the process by which a management determines how an organization should make from its current manpower position to its desired manpower position.

2. What is Job Analysis?

Job analysis is the process of studying and collecting information relating to the operation and responsibilities of specific job.

3. What is job Description?

- Job Description is an organized factual statement of the duties and responsibilities of a specific job.
- It should tell what is to be done, how it is done and why.

4. What is job specification?

- Job specification is based on job description.
- It is a written statement of qualifications, traits, physical and mental characteristics that an individual must possess to perform the job duties and discharge responsibilities effectively.

5. Define Recruitment?

According to Edwin B.Flippo,” Recruitment is a process of searching for prospective employees and stimulating and encouraging them to apply for jobs in an organization.

6. What is selection?

- Selection is the process of picking or choosing the right candidate who is most suitable for a vacant job position in an organization.
- Selection is a process of putting a right applicant on a right job.

7. What is placement?

- Placement is a process of assigning a specific job to each of the selected candidates
- It involves assigning a specific rank and responsibility to an individual

8. Definition of interview?

- According to Scott and others, “an interview is a purposeful exchange ideas, the answering of questions and communication between two or more persons”

9. What are the types of selection test?

- Aptitude Test
- Achievement Test
- Interest Test
- Personality Test
- Perception Test

Unit – III

1. What is meant by Employee training?

- Training is a program that helps employees learn specific knowledge or skills to improve performance in their current role.
- Training is the act of increasing the knowledge and skills of an employee for doing a particular job.

2. What is on the job training?

- Training method usually classified by the location of instructions.
- On – the – job training is provided when the workers are taught relevant knowledge, skills and attitude at the actual workplace.
E.g: Job Rotation, Job instruction training.

3. What is meant by off – the job training?

Off – the – job training occurs when employees are taken away from their actual workplace.

Eg: Simulation, vestibule training

4. What is Executive Development?

- Executive Development is a systematic process of growth and development by which the manager develop their abilities to manage.
- It involves relating experience to learning.

5. What is career planning?

- Career planning is the self – evaluation and planning done by a person to have a strong career path.
- It is a step – wise process which enables an individual to focus on where to want to be in life professionally.

6. What is meant by promotion?

- Promotion is vertical movement of an employee within the organization.
- In other words promotion refers to the upward movement of an employee from one job to another higher one with increase in salary, status and responsibilities.

7. What is meant by Transfer?

- Transfer is a horizontal or lateral movement of an employee from one job to another at the same or another place , where his salary , status and the responsibility are the same.

Unit – IV

1. What are wages?

- A wage is compensation paid to employees for work for a company during period of time
- wages are always paid based on certain amount of time.

2. What is salary?

- Salary is the fixed amount of compensation which is paid for the performance of an employee.
- Salary is commonly paid in fixed intervals.

3. What are the types of wages?

- Minimum wages
- Living wages
- Fair wages

4. What are incentives?

- The incentives mean something which encourages a person to do something (or) the extra financial reward motivation.
- Incentives is the performance - link reward to improve motivation and productivity of the employees.

5. What are the types of incentive plan?

- Individual incentive plan
- Group incentive plan.

6. What do you mean by Fringe benefit?

- Fringe benefits are the additional benefits offered to an employee, above the stated salary for the performance of specific service.
- It is offered by employers.

Unit – V

1. Define Performance Evaluation?

- A performance Evaluation system is a systematic way to examine how well an employee is performing in his or her job.
- Performance Evaluation can also be called performance appraisals, performance assessments (or) employee appraisals.

2. Define the term grievance.

- Grievance takes the form of collective disputes when they are not resolved also they will then lower the morale and efficiency of the employees.
- Unattended grievances result in frustration, dissatisfaction, low productivity, lack of interest in work, absenteeism, etc

3. What is meant by 360 degree feedback appraisal?

- 360 Degree Feedback is a system or process in which employees receive confidential, anonymous feedback from the people who work around them.
- This typically includes the employee's Manager, peers and Direct reports.

4. Outline the various form of grievances?

- Direct observation
- Grievance Boxes
- open Door Policy
- Exit Interview

5. What are the types of disciplinary Action?

- verbal warning
- written warning
- performance Improvement plan
- Temporary pay cut
- Loss of privileges
- Suspension
- Demotion
- Termination