

Vidya Vikas Mandal's  
 Shree Damodar College of Commerce & Economics, Margao  
 M.Com, Semester-II, Semester End Examination, (Repeat), November 2022  
 COC221: Human Resource Management (OA-18A)

Duration: 3 hours

Max. Marks 60

**Instructions:**

1. This paper consists of **Nine** Questions carrying **Equal** marks.
2. Question No.1 consists of **5 Compulsory** Questions of **2 Marks Each**.
3. Answer any **5** questions from Question **2,3,4,5,6,7,8 and 9**.
4. **Each** question carries **10** marks. Figures to the **right** indicate marks.

Q.1) Answer the following:

(5x2=10)

- (a) HRM issues related to BPO and KPO
- (b) Components of job analysis
- (c) Contents of induction programme
- (d) Importance of executive development programme
- (e) Need for Potential Appraisals

**Q.2)** 'The study of environment enables HR experts to become proactive in their approach to personnel aspects'. With reference to this statement outline the impact of political-legal, economic, cultural and technological factors on HR functions. (10)

**Q.3)** Discuss the concept of international human resource management (IHRM) and highlight the global human resource managerial challenges faced by the recruiters. (10)

**Q.4)** Job design affects employee productivity, motivation and satisfaction. The design of jobs has a critical impact on organizations and employee objectives. Explain the concept of job design and describe the factors affecting job design. (10)

**Q.5)** Strategic human resource management (SHRM) refers to aligning HR practices with business plans. SHRM goes beyond HR domain and many proactive roles to make the business strategies realizable and realised. In light of this statement explain the five phases that constitute the SHRM process. (10)

**Q.6)** Given its key role and visibility, recruitment is naturally subject to influence of several factors. With reference to this statement, discuss the factors governing the recruitment process with relevant examples. (10)

**Q.7)** Assume that you are the senior HR manager of a logistics company. You need to hire a marketing manager for the company. Design a suitable selection process for the purpose. (10)

**Q.8)** Suppose you are asked to design a training programme for newly hired first-line sales managers recruited recently for the floor level operations of the company; results from the needs assessment indicate that they will need training on company policies and procedures, handling customer complaints and motivating sales personnel. Which training methods would you choose and why? (10)

**Q.9)** An organization's goals can be achieved only when people put in their best efforts. Employee assessment is one of the fundamental jobs of HRM, but not an easy one though. With reference to this statement, discuss the concept of performance appraisal and explain the various methods of performance appraisal. (10)

\*\*\*\*\*Good Luck\*\*\*\*\*