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K19P 1143



Reg. No. : .....

Name : .....

**III Semester M.Com. Degree (CBSS-Reg./Suppl./Imp.)**  
**Examination, October - 2019**  
**(2014 Admission Onwards)**  
**COM3C15 : HUMAN RESOURCE MANAGEMENT**

Time : 3 Hours

Max. Marks : 60

**SECTION - A**

Answer any **Four** questions in this section. Each question carries **1** mark for Part (a), **3** marks for Part (b) and **5** marks for part (c). **(4×9=36)**

- I. a) What is retrenchment?  
b) Which are the functions of HRM?  
c) Explain about the Performance appraisal techniques.
- II. a) Define Action Research.  
b) Distinguish between HRD and HRM.  
c) What is the strategic link between HRD and talent management?
- III. a) Mention about the good qualities required for a good leader.  
b) What do you mean by Six Sigma?  
c) Write down the underlying principles of TQM.
- IV. a) What is grievance?  
b) What precautions would you suggest to the HR manager to make the grievance handling process?  
c) What can be the causes of grievances?
- V. a) What do you mean by HR audit?  
b) What are the objectives of keeping HR records?



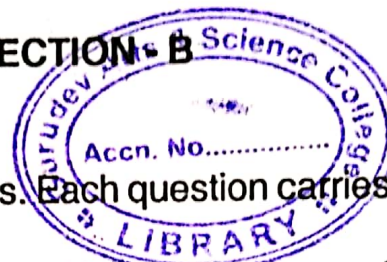
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- c) Explain
- (i) 180 degree performance appraisal and
  - (ii) 360 degree performance appraisal systems.

- VI. a) What is Hot Stove rule?  
b) Briefly explain the employee selection procedure.  
c) What are the duties and responsibilities of HR manager in modern organisation.

**SECTION B**



Answer the following questions. Each question carries 12 marks. (2×12=24)

- VII. a) Outline the major functions of Human Resource Management.  
(OR)  
b) Discuss critically the various sources of recruitment for executives.
- VIII. a) What is Vestibule training? Give its advantages and disadvantages.  
(OR)  
b) What is TQM? How human resource managers can contribute towards TQM.
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