

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)

MSW DEGREE EXAMINATION MAY 2022
(Fourth Semester)

Branch – SOCIAL WORK

HUMAN RESOURCE MANAGEMENT AND HUMAN RESOURCE DEVELOPMENT

Time: Three Hours

Maximum: 75 Marks

SECTION-A (10 Marks)

Answer ALL questions

ALL questions carry EQUAL marks (10 x 1 = 10)

1. The process of establishing harmonious authority-responsibility relationships among the members of enterprise is known as _____
(i) Staffing (ii) Directing
(iii) Planning (iv) Organizing
2. Choose the incorrect answer from the important assumptions of HRM:
(i) The members of an organization are reservoirs of untapped resources.
(ii) There is scope for limited development of these resources.
(iii) It is more in the nature of self-development than development thrust from outside.
(iv) The organization also undergoes development with the overall benefits along with the development of its members.
3. From the following which one is the third party method of Recruitment?
(i) News Paper Advertisement (ii) Employee Referrals
(iii) Promotion and Transfer (iv) Gate hiring and contractors
4. _____ is a test to measure a candidate's learning ability and also the ability to understand instructions and make judgements.
(i) Intelligence Test (ii) Psychometric Test
(iii) Aptitude Test (iv) Personality Test.
5. _____ is an organized factual statement of the duties and responsibilities of a specific job.
(i) Job Specification (ii) Job Evaluation
(iii) Job Description (iv) Job Analysis.
6. From the following which one is not come under the term of Wage?
(i) Basic Pay (ii) Travelling Allowance
(iii) HRA (iv) DA
7. Find the Odd answer from the Pillars of Total Productivity Maintenance.
(i) Autonomous Maintenance (ii) Progressive Maintenance
(iii) Focused Improvement (iv) Trade Union Support
8. _____ means continuous improvement, is the foundation for all Lean improvements.
(i) Benchmarking (ii) Six Sigma
(iii) Kaizen (iv) Business Process Reengineering
9. The most important step of ERP implementation is _____ phase.
(i) Installing (ii) Training
(iii) Gap analysis (iv) Testing
10. _____ HR Audit helps the organization maintain or improve a competitive advantage by comparing its practices with those of companies identified as having exceptional HR practices.
(i) Compliance HR Audit (ii) Comparative HR Audit
(iii) Bench Mark Audit (iv) Best Practices Audit

Cont...

SECTION - B (35 Marks)

Answer **ALL** Questions

ALL Questions Carry **EQUAL** Marks (5 x 7 = 35)

- 11 a Illustrate the Principles of Management.
OR
b Analyze the qualities of HRD Manager.
- 12 a "Human Resource Planning is the fundamental of HR functions" - Justify.
OR
b Classify the methods of Off-the Job Training.
- 13 a State the measures to improve Quality of Work Life.
OR
b Demonstrate the need and importance of Job Rotation.
- 14 a Explain the concept and determinants of Work Culture.
OR
b Outline the characteristics and advantages of 5 S Japanese technique.
- 15 a Differentiate Traditional HR from Future HR with suitable illustrations.
OR
b Exemplify process of Human Resource Information System.

SECTION - C (30 Marks)

Answer any **THREE** Questions

ALL Questions Carry **EQUAL** Marks (3 x 10 = 30)

- 16 Elucidate the Managerial and Operative Functions of Human Resource Management.
- 17 Critically analyze the need and importance of Competency Development.
- 18 Describe in detail the nature, sources and steps and outcomes of Job Analysis.
- 19 Explicate the features, principles and benefits of Total Quality Management.
- 20 Assess and Appraise the functions and limitations of HR Outsourcing.

Z-Z-Z

END