



B.C.A. (Revised) (Semester – V) Examination, October 2014
NON COMPUTER SCIENCE
Elective : Human Resource Management

Duration : 2 Hours

Max. Marks : 50

- Instructions :** 1) **All questions are compulsory.**
2) **Figures to the right indicate full marks.**
3) **From Q. 2 to Q. 5 attempt either (A and B) or (X and Y).**

1. Answer the following in **one or two** statements : (5×2=10)
- A) What is Job enrichment ?
 - B) What is communication ? List the various types of communication.
 - C) What is meant by the term interview ?
 - D) What is Counselling ? State the various types of communication.
 - E) List the steps involved in the process of human resource planning.
2. Answer the following : (2×5=10)
- A) Discuss the objectives of human resource planning in an organization.
 - B) Explain any five sources of recruitment.
- OR
- X) Discuss the scope of human resource planning in an organization.
 - Y) Explain the process of selection of employees in an organization.
3. Answer the following : (2×5=10)
- A) What is training ? Explain any four on-the-job methods of training managers.
 - B) Discuss Pareto's 80/20 principle.
- OR
- X) What is performance Appraisal ? Explain any four modern methods of performance appraisal.
 - Y) Explain any five criteria for effective business presentations.

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4. Answer the following :

(2x5=10)

- A) What is Career Planning ? Discuss the stages in career development cycle of an individual.
- B) What is counselling ? Explain the objectives of counselling.

OR

- X) What is Career Planning ? Discuss the need for Career Planning.
- Y) Explain the various steps in counseling.

5. Answer the following :

(2x5=10)

- A) Explain any five types of interviews.
- B) What is Training ? Explain any four types of training.

OR

- X) What is Job analysis ? Discuss its components.
- Y) Explain the steps involved in the process of performance appraisal.