

[This question paper contains 4 printed pages.]

Your Roll No.....

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Sr. No. of Question Paper : 3320

Unique Paper Code : 2412091203

Name of the Paper : HUMAN RESOURCE MANAGEMENT

Name of the Course : B.Com. (P) – DSC

Semester : II

Duration : 3 Hours

Maximum Marks : 90

समय : 3 घण्टे

पूर्णांक : 90

Instructions for Candidates

1. Write your Roll No. on the top immediately on receipt of this question paper.
2. All questions carry equal marks.
3. Answers may be written either in English or Hindi; but the same medium should be used throughout the paper.

छात्रों के लिए निर्देश

1. इस प्रश्न-पत्र के मिलते ही ऊपर दिए गए निर्धारित स्थान पर अपना अनुक्रमांक लिखिए।
2. सभी प्रश्नों के अंक समान हैं।
3. इस प्रश्न-पत्र का उत्तर अंग्रेजी या हिंदी किसी एक भाषा में दीजिए, लेकिन सभी उत्तरों का माध्यम एक ही होना चाहिए।

1. (a) "A human resource manager plays a strategic role in administering the entire employee life cycle." Discuss. (9)

- (b) Workplace diversity offers both opportunities and challenges for the organization. Explain. (9)

OR

- (c) "Management of human resources comprises several inter-related managerial and operative functions." Describe in detail giving an example. (18)

2. (a) Differentiate between recruitment and selection. (9)

- (b) What is job description? Explain its significance. (9)

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OR

“As organizations become more global, human resource planning becomes more significant and complex.” Explain. (18)

3. (a) What do you understand by training? Explain the need for employee training in modern organizations. (9)
- (b) The customer care team of an organization selling electronic devices has been consistently receiving complaints from customers regarding poor after sales services. As HR manager of that organization, discuss any two training methods you would recommend for the employees of sales services team. Give reasons to justify your answer. Make assumptions wherever necessary. (9)

OR

- (c) “Performance appraisals are crucial for aligning employee goals with company objectives, enhancing motivation, and facilitating employees with career advancement.” Considering this statement, discuss the process of performance appraisal. Also, critically analyse MBO as technique of performance appraisal. (18)
4. (a) “Job evaluation determines the worth of a job and not of jobholder.” Comment. (9)
- (b) What do you mean by fringe benefits? How can they help in attracting, motivating, retaining employees. (9)

OR

- (c) Contemporary management faces varied opportunities and challenges owing to technological advancements, sustainability concerns, global competition, and evolving workforce dynamics. Comment. (18)
5. Write short notes on **any two** of the following :
- (a) Work Life Balance
- (b) Job Analysis
- (c) Employee Counselling
- (d) Employee Health and Safety