

- N. B. : (1) All questions are compulsory.  
 (2) Figures to the right indicate full marks.

Answer any one of the following :-

- (a) Define Human Resource Management. Explain its importance. 15  
 (b) What do you mean by selection? Explain the selection procedure.

Answer any two of the following :-

- (a) What is training? Explain the importance of training. 15  
 (b) Explain the benefit of performance appraisal.  
 (c) Write a note on Mentoring.

Answer any two of the following :-

- (a) What do you mean by human relations? Explain its features. 15  
 (b) What is Motivation? Explain McGregor's X theory and Y theory of Motivation.  
 (c) Explain briefly any four styles of Leadership.

(a) Rewrite the answer by choosing the appropriate options given below :- 5

- (i) \_\_\_\_\_ means that the performance appraisal is influenced by past performance.

- (a) horn effect (b) halo effect  
 (c) Spillover effect (d) none of these.

- (ii) Under \_\_\_\_\_ leadership style, the leader makes all decisions by himself without consulting the subordinates.

- (a) autocratic (b) participative  
 (c) laissez-faire (d) paternalistic.

- (iii) Human resource audit is \_\_\_\_\_ in India.

- (a) compulsory (b) voluntary  
 (c) a necessity (d) statutory.

- (iv) \_\_\_\_\_ planning is a process of making arrangement to fill up key organisational positions in an organisation.

- (a) succession (b) career  
 (c) Human Resource (d) None of these.

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(v) Human Resource Management ensures the availability of competent

- (a) customer  
(c) manpower

- (b) public  
(d) none of these.

(b) State whether the following statements are true or false.

- (i) Human Resource Management is not required in Small Organisations.  
(ii) Job rotation reduces monotony of routine duties.  
(iii) Ranking is a method of performance appraisal.  
(iv) Training programs create inefficiency among the employees.  
(v) Human Resource Management audit helps to audit the financial position of a firm.

(c) Match the following :-

**Group A**

- (i) Fredrick Herzberg  
(ii) Intelligence test  
(iii) Human Resource Planning  
(iv) Self-appraisal  
(v) Promotions

**Group B**

- (a) Mental Sharpness  
(b) Manpower requirements  
(c) Induction  
(d) Two factor theory  
(e) Hobbies  
(f) Evaluation of the employee by himself  
(g) Upward movement of the employees in the organisation.