

Instructions: -

All questions are compulsory

Marks to the right indicate full marks

Marks:- 75

Time- 2 1/2hrs

Q1. (A) Fill in the blanks (any eight)

(08 marks)

- i) _____ is the process to discover the sources of manpower to meet the requirements of the department. (Selection, Recruitment, Job analysis)
- ii) _____ is a motivational technique and help in removing boredom of the job (Enrichment, Enlargement, Rotation)
- iii) A _____ is either a physical or electronic location on which job opportunities are posted. (Website, Notification, Job board)
- iv) Selection is said to be _____ in its approach since more candidates may be turned away than employed. (negative, positive, discouraging)
- v) _____ refers to the meeting through a telecommunication medium. (broadcasting, pre-screening, teleconferencing)
- vi) _____ is the common method of shortlisting the candidate for an interview. (tele calling, video conferencing, group discussion)
- vii) A _____ is a tool that can ensure that you get called for an interview. (Application blank, BIO-data or CV, presentation)
- viii) The time period for orientation is relatively _____ (continuous, short, long)
- ix) _____ refers to the rules and conventions governing correct and polite behaviour which is used in a particular social and professional environment (Etiquettes, Soft skills , socialisation)
- x) In _____ transfer, an employee may be transferred to other job if he is not comfortable or suitable on his current job. (remedial, penal, replacement)

(B) Say true or false (any seven)

(07 marks)

- (i) Job specification is a written statement showing job titles, tasks, responsibilities, duties involved in the job.
- (ii) Job performance is one of the methods of Job analysis
- iii) Poaching means attracting rival firms key executives by luring them with an attractive offer.
- iv) Employee referrals is an external source of recruitment.
- v) In Vertical promotion there is a change in the status, responsibility, pay and classification.
- vi) In a blind advertisement, the identity of the organisation is not disclosed and respondents reply to a post box number.
- vii) Other than just resolving conflicts , negotiation can become a managerial skill for personal and organisational success
- viii) You need not inform your immediate boss or supervisor before putting in your resignation
- ix) The recruitment process for employees is often outsourced, but normally the selection decision is not.
- x) Exit interviews are taken only to find out why the employees is leaving the company and not for creating a favourable image of the company or to make sound HR policies.

Q2. Answer the following

A) Define Job Design and Explain the modern techniques of Job Design

(15 marks)

OR

B) What are the features of Recruitment and state in brief the Internal and External sources of recruitment?

(15 marks)

Q3. Answer the following

A) What is Interviewing and Discuss the guidelines to be followed by the interviewer and the interviewee for the effective conduct of interviews.

(15 marks)

OR

B) (i) What is an Application Blank and state its contents

(07 marks)

(ii) Explain the different types of selection tests.

(08 marks)

Q4. Answer the following

A) Discuss the various types of Induction programmes and State the guidelines for an effective induction programme.

(15 marks)

OR

B) (i) Define Orientation and explain the different types of orientation programmes.

(08 marks)

(ii) What is socialisation? what are the various socialisation tactics?

(07 marks)

Q5. Answer the following

A) (i) Evaluate DO's and Don'ts of Group discussion

(08 marks)

(ii) Discuss the techniques to be followed while quitting a job

(07 marks)

OR

B) **Write short notes on**

(05x3=15marks)

i) Exit Interview

ii) DO's and don'ts of Personal Interview

iii) Importance soft skills and social skills