

Q1.	Choose the correct option for following questions. All the Questions are compulsory and carry equal marks
1.	HRM is a process of making effective and efficient use of _____ so that the goals are achieved.
Option A:	Research
Option B:	Human Resources
Option C:	Recruitment Process
Option D:	Management
2	Maslow theory, Herzberg theory, McGregor theory are the theories of _____.
Option A:	Perception
Option B:	Personality
Option C:	Motivation
Option D:	Creativity
3.	Positive motivation refers to one of the following factors.
Option A:	Financial Reward
Option B:	Punishment
Option C:	Transfer
Option D:	Culture
4.	Responsibility always flows from _____
Option A:	Customer to worker
Option B:	Subordinate to Superior
Option C:	Worker to Manager
Option D:	Leader to Customer
5.	The maximum amount of Bonus to be paid in an accounting year as per section 10 of this act is
Option A:	8.33%
Option B:	10%
Option C:	20%
Option D:	15%
6.	_____ is a process that identifies current and future human resources needs for an organization to achieve its goals.
Option A:	HRM
Option B:	HRP
Option C:	Recruitment
Option D:	Selection
7	Total Quality Management (TQM) refers to the deep or total commitment of an organization to _____.
Option A:	Quality

Option B:	People
Option C:	Management
Option D:	Resources
8	Who has given the hierarchy of needs hierarchy theory of motivation?
Option A:	Abraham Maslow
Option B:	David McClelland
Option C:	Frederick Herzberg
Option D:	Douglas McGregor
9.	Which conflict occurs within an individual?
Option A:	Interpersonal
Option B:	Intra-personal
Option C:	Intra-Group
Option D:	Inter Group
10.	In how many dimensions HRD Maturity level in an organization is measured?
Option A:	Three
Option B:	Four
Option C:	Five
Option D:	Six

<b>Q2.</b>	<b>Write short notes on any Four out of Six (5 marks each)</b>
A	Define Motivation and explain the theories of motivation
B	Write a note on Perception. Enlist factors influencing Perception.
C	What is HRM? Write its Functions.
D	What is Organizational Behavior?
E	What is a trade union and explain its features
F	What is decision making? Explain its types.

<b>Q3.</b>	<b>Solve any Two out of Three (10 marks each)</b>
A	What is 360 degree appraisal and explain the performance appraisal process.
B	Write a note on Sources of Power and explain it in detail.
C	What is Recruitment Process? Write down sources of Recruitment.

<b>Q4.</b>	<b>Solve any Two out of Three (10 marks each)</b>
A	Explain the guidelines of effective communication in an organization.
B	Write a note on Personality, Determinants of Personality and Personality Traits.
C	Explain Leadership and Leadership styles