



Nambal

Avinashilingam Institute for Home Science and Higher Education for Women
Deemed to be University Estd. u/s 3 of UGC Act 1956, Category A by MHRD (now MoE)
Re-accredited with A++ Grade by NAAC. CGPA 3.65/4, Category I by UGC
Coimbatore - 641 043, Tamil Nadu, India

Bachelor's Degree Examination – November 2025
V Semester

Class : III UG
Major : BBA RM

Time: 3 Hours
Max. Marks: 100

23BREC10 Human Resource Management

Course Outcomes:

- CO1: Apply underpinning theoretical base for human resource management.
- CO2: Identify the human resource requirement, roles and skills set required for each role in retail outlet.
- CO3: Implement the processes to ensure effective human resource management.
- CO4: Design work environment and norms to meet the retail industry standards and norms.
- CO5: Apply global HRM practices for effective employee relationship and inculcate the culture of teamwork, integrity and customer ethics.

Part A

10 x 1 = 10

Choose the correct answer

1. Evaluating the effectiveness of training programmes is a function of _____ CO1 K1
 - a. HRM
 - b. Financial manager
 - c. Economist
 - d. Accountant
2. HRM involves _____ CO1 K1
 - a. Planning of human resources
 - b. Pricing
 - c. Transportation
 - d. Allocation
3. Strategic Human Resource Management is _____ CO2 K2
 - a. Proactive
 - b. Reactive
 - c. Both
 - d. Sedative
4. Critical incident method is method of _____ CO2 K2
 - a. Performance appraisal
 - b. Promotion
 - c. Laws
 - d. Market
5. A _____ is any non-wage compensation provided to an employee in addition to their regular salary or wages. CO3 K3
 - a. Fringe expenses
 - b. Fringe benefit
 - c. Additional expenses
 - d. Global expenses
6. Primary purpose of performance Appraisal is _____ CO1 K3
 - a. Increase employee salaries
 - b. Evaluate employee performance
 - c. Create competitive work environment
 - d. Determine who should be promoted
7. _____ is the protection that a society provides to individuals and households to ensure access to health care and to guarantee income security, particularly in cases of old age, unemployment, sickness, invalidity, work injury, maternity or loss of a breadwinner. CO4 K4
 - a. Social Welfare
 - b. Social expenses
 - c. Social security
 - d. Social Sickness
8. A _____ is a formal complaint or a feeling of resentment over something believed to be unfair or wrong. CO4 K4
 - a. Grievance
 - b. Expenses
 - c. Security
 - d. Welfare
9. _____ management involves techniques and strategies to help reduce the negative impacts of stress and improve overall well-being. CO5 K5
 - a. Stress
 - b. Cost
 - c. Marketing
 - d. Social
10. Work satisfaction, also known as _____ CO5 K5
 - a. Job satisfaction
 - b. Company satisfaction
 - c. Control satisfaction
 - d. Resource satisfaction

Part B
Answer ALL questions
Each Answer should not exceed 400 words or two pages

5 x 6 = 30

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|---|--------|
| 11.a. Briefly explain the functions of Human Resource Management.
(or) | CO1 K1 |
| 11.b. Describe the sources of Recruitment. | CO1 K1 |
| 12.a. Explain the concept of 'Performance appraisal'.
(or) | CO2 K2 |
| 12.b. Analyze the methods of training with example. | CO2 K2 |
| 13.a. What are Fringe Benefits? Explain.
(or) | CO3 K3 |
| 13. b. List out and explain the types of stock option. | CO3 K3 |
| 14.a. What is Grievance Redressal? Explain.
(or) | CO4 K4 |
| 14.b. List out the types of transfer and explain with examples. | CO4 K4 |
| 15.a. Describe the causes of industrial relations.
(or) | CO5 K5 |
| 15.b. Elaborate the steps in managing stress? | CO5 K5 |

Part C
Answer ALL questions
Each Answer should not exceed 800 words or four pages

5 x 12 = 60

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| 16.a. Discuss the evolution of Human Resource Management in detail.
(or) | CO1 K1 |
| 16.b. Explain the objectives of Human Resource Management with illustration. | CO1 K1 |
| 17.a. Briefly Explain the methods of performance appraisal.
(or) | CO2 K3 |
| 17.b. Explain the process of performance appraisal with illustration. | CO2 K3 |
| 18.a. Summarize the types of employee benefits with suitable examples.
(or) | CO4 K2 |
| 18.b. Briefly explain the features of stock option. | CO4 K2 |
| 19.a. Explain the types of social security with appropriate examples.
(or) | CO3 K3 |
| 19.b. Elaborate the causes of grievances in an organisation. | CO3 K3 |
| 20.a. Briefly explain the objectives of Industrial Relations.
(or) | CO3 K3 |
| 20.b. Summarize the various significance of Industrial Relations. | CO3 K3 |
