



# 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)  
Re-accredited with 'A++' Grade by NAAC. Recognised by UGC Under Section 12B  
Coimbatore - 641 043, Tamil Nadu, India

## Continuous Internal Assessment Test II – October 2024 I SEMESTER

Class : IIIUG

Major : Food Service Management and Dietetics

Time: 2 hours

Maximum Marks: 60

### 21BFDC17 Human Resource Management

#### Course Outcomes:

At the end of the course, students will:

1. Relate the human resource & managerial functions.
2. Plan effective managerial techniques
3. Apply knowledge for manpower planning & selection process
4. Compile effective of employ wages
5. Outline of the professional ethics & employees

#### Part-A

6x1=6

#### Choose the correct answer

1. The information which gets passed on by people through their social groups irrespective of their position is known as  
a. upward communication b. downward communication c. grapevine communication d. Written CO2K2
2. An increase in rank accompanied by a raise in pay, benefits, and responsibility are called  
a. Incentive b. Promotion c. appraisal d. demotion CO3K1
3. The final step of the grievance procedure is  
a. exit reviews b. opinion polls c. Compliance d. Arbitration CO4K2
4. Leaders with positive attitude towards employee  
a. Autocratic b. strict autocrat c. manipulative autocrat d. benevolent autocrat CO4K3
5. Legislations aim at promoting the general welfare of the workers and improving their living conditions is  
a. protective legislations b. welfare labour legislations c. wage-related labour legislations d. social security labour legislations CO5K2
6. The Minimum Wages Act was passed on  
a. 1936 b. 1948 c. 1965 d. 1972 CO5K3

#### Part- B

3x6=18

#### Answer ALL Questions

Each answer should not exceed 400 words or two pages

7. a. Write about the basis of promotion  
(or) CO4K3
7. b. Enlist the types of retirement CO3K2
- 8.a. Write a brief note on barriers of communication  
(or) CO2K3
- 8.b. Discuss the importance of human relation in work place CO3K2
- 9.a. Mention the qualities of a leader  
(or) CO2K3
- 9.b. List out the objectives of labour legislations CO5K2

#### Part-C

3x12=36

#### Answer ALL questions

Each answer should not exceed 800 words or four pages

10. a. Enumerate on styles of leadership  
(or) CO2K3
- 10.b. Explain in detail on transfers in HRM CO3K2
11. a. Recollect and explain the types & importance of communication  
(or) CO2K3
- 11.b. Give an account on causes, types & benefits of Demotion CO3K2
12. a. Elaborate on sources & procedure for grievance handling in HRM CO4K3
- (or)
12. b. Discuss in detail about the laws relating to wages in India CO5K3