

(3006HRM15)

B.B.A. DEGREE (CBCS) EXAMINATION,
OCTOBER/NOVEMBER 2018.

(Examination at the end of Third Semester)

Part II

HUMAN RESOURCE MANAGEMENT

(Regulation 2015-16)

Time : Three hours

Maximum : 75 marks

SECTION A — (5 × 5 = 25 marks)

Answer any FIVE from the following.

1. Define HRM.
2. Globalisation.
3. Induction.
4. Outsourcing.
5. Coaching.
6. Differentiate training and development.
7. Retrenchment.
8. On-the-job training.

SECTION B — (5 × 10 = 50 marks)

UNIT IV

Answer any ONE question from each unit.

UNIT I

9. Discuss the scope and importance of HRM.

Or

10. Explain the qualities and functions of HR manager.

UNIT II

11. Discuss the impact of globalisation on HRM.

Or

12. Discuss the changing nature of HRM in emerging business scenario.

UNIT III

13. What are the prerequisites for successful Human Resource Planning?

Or

14. Define HRP. Explain the process of Human Resource Planning.

15. What is an interview? Discuss the various kinds of interviews.

Or

16. What are the various internal and external sources of recruitment.

UNIT V

17. What is training? How are training needs identified?

Or

18. How do you evaluate the results of training?

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Part – II

OPERATIONS MANAGEMENT

(Regulation 2015–2016)

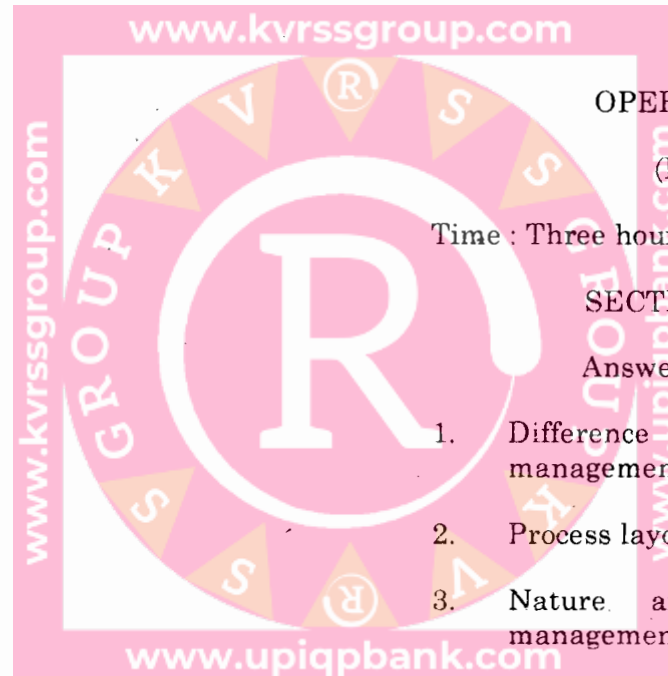
Time : Three hours

Maximum : 75 marks

SECTION A -- (5 × 5 = 25 marks)

Answer any FIVE of the following.

1. Difference between operations and productions management.
2. Process layout.
3. Nature and characteristics of operations management.
4. Material handling equipment.
5. Factors effecting layout of a plant.
6. Breakdown maintenance.



7. Meaning and importance of operations control.
8. Objectives of operations planning.

SECTION B — (5 × 10 = 50 marks)

Answer ALL of the question.

9. Discuss the emerging role of productions and operations management in India.

Or

10. What are the characteristics of manufacturing and non-manufacturing operations, Explain the scope of operations management.
11. Define plant layout briefly explain different types of layout.

Or

12. What is material requirement planning? Write about objectives of MRP.
13. What is capacity planning? How do capacity planning decisions effect production of firm.

Or

14. What is work study? Briefly explain techniques of work study.

15. What is operations planning. Briefly explain the objectives of operations planning.

Or

16. What is scheduling. Explain about techniques of scheduling.

17. Define operations control. What is its importance in production management.

Or

18. What is Quality control. Explain different types of Quality control.

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Part-II

ORGANIZATION BEHAVIOUR

(Regulation 2015–2016)

Time : Three hours

Maximum : 75 marks

SECTION A — (5 × 5 = 25 marks)

Answer any FIVE from the following.

1. Organisational behaviour.
2. Types of learners.
3. Emotional labour.
4. Misbehaviour.
5. Components of attitude.

6. Organisational structure.
7. Control.
8. Sources of power.

UNIT III

13. What is perception and explain the factors influencing the process of perception?

Or

SECTION B — (5 × 10 = 50 marks)

Answer ONE from each Unit.

UNIT I

9. Explain the need and importance of organisational behaviour.

Or

10. Describe the various organisational behaviour models in detail.

UNIT II

11. Define learning and explain the theory of learning.

Or

12. What is emotional intelligence and explain the theory of emotional intelligence?

14. Explain the different types of motivation.

UNIT IV

15. What is group decision making and discuss the techniques involved in it?

Or

16. Explain the role of communication in successful team building of any organisation.

UNIT V

17. Describe the important styles of leadership in organisations.

Or

18. Discuss the functions of politics and power in the frame work of organisations.