

SRM VALLIAMMAI ENGINEERING COLLEGE

(An Autonomous Institution)

SRM Nagar, Kattankulathur – 603 203

DEPARTMENT OF MANAGEMENT STUDIES

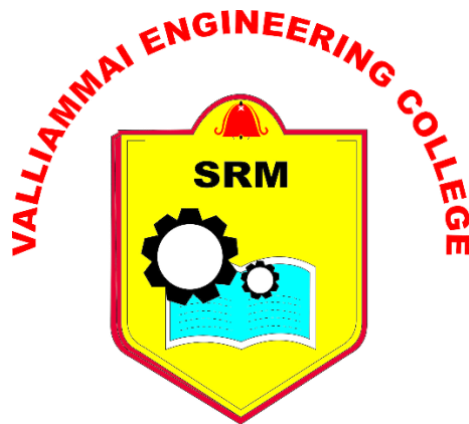
QUESTION BANK

II SEMESTER

1915204 – HUMAN RESOURCE MANAGEMENT

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Prepared by

Dr. K. Sentamilselvan & Dr. L. Sujatha

Course Coordinator : Dr.K.Sentamilselvan



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QUESTION BANK

UNIT – I

SYLLABUS: Evolution of Human resource management – The importance of the Human factor – Challenges – Inclusive growth and affirmative action – Role of Human resource manager – Human resource policies – HR Structure and Strategy in MNCs – Human Resource Accounting and audit.

PART- A

S.NO	QUESTIONS	BT LEVEL	COMPETENCE
1.	What is HRM?	Level 1	Remembering
2.	Outline the objectives of HRM.	Level 2	Understanding
3.	State the importance of human factor in HRM	Level 3	Applying
4.	Write a short note on evolution of HRM.	Level 4	Analysing
5.	Identify the various roles of HR Manager.	Level 3	Applying
6.	List the features of HRM.	Level 2	Understanding
7.	What is meant by HR policy?	Level 1	Remembering
8.	In what ways can effective HR contribute to profits?	Level 2	Understanding
9.	Indicate strategic impact of Human Resource Management.	Level 3	Applying
10.	Identify the few areas of computer application in HRM.	Level 4	Analysing
11.	What is Personnel policy?	Level 1	Remembering
12.	Write a short note on Human Resource Audit.	Level 4	Analysing
13.	What are the objectives of an HR Audit?	Level 1	Remembering
14.	What is inclusive growth?	Level 2	Understanding
15.	What are the benefits of HR Audit?	Level 3	Applying
16.	Define HR Accounting.	Level 4	Analysing
17.	Outline the HR Audit Process.	Level 1	Remembering
18.	What do you understand by the HR structures & strategies in HRM?	Level 2	Understanding
19.	Define the term Personnel audit ?	Level 1	Remembering

20.	Outline the different methods of Measuring the value of Human resources.		Level 1	Remembering
21.	List the different methods of collecting information for HR audit.		Level 2	Understanding
22.	What are the benefits of HR audit?		Level 2	Understanding
23.	State the meaning of change champion.		Level 1	Remembering
24.	What does equal employment opportunity indicate?		Level 4	Analysing
PART- B				
S.NO	QUESTIONS		BT LEVEL	COMPETENCE
1.	Trace out the historical development and evolution of human resource management.	(13)	Level 1	Remembering
2.	“Human Resource Policies are guidepost to Human Resource Management Function”. Elucidate.	(13)	Level 2	Understanding
3.	(i) What is the function of HR Policy?	(4)	Level 3	Applying
	(ii) Discuss the impact of culture and technology on Human Resource Practices.	(9)		
4.	Describe the major types of HRM activities.	(13)	Level 4	Analysing
5.	Explain the roles of HR Manager. How do these roles increase the organizational effectiveness?	(13)	Level 3	Applying
6.	What information would you use to support the view that internal environment and external environment exerts considerable influence on organization’s human resource.	(13)	Level 1	Remembering
7.	Write a detailed note on the various methods of HR Accounting.	(13)	Level 1	Remembering
8.	Define HRA. Explain the issues and concepts of HRA.	(13)	Level 2	Understanding
9.	Elucidate the factors affecting HR policies and explain the need for HR audit.	(13)	Level 3	Applying
10.	Explain the process of formulating HR Policies and analyze the scope of human resource policies.	(13)	Level 4	Analysing
11.	Discuss the objectives and functions of HRM.	(13)	Level 1	Remembering
12.	Summarize the various obstacles in administering HR policies. Also explain the importance of human factor in HRM.	(13)	Level 2	Understanding

13.	Write short note on HR accounting? Discuss the approaches of HR accounting. Also explain how it is different from HR auditing.	(13)	Level 4	Analysing
14.	List the importance of HRM at various levels.	(13)	Level 1	Remembering
15.	How would you explain inclusive growth and affirmative action?	(13)	Level 1	Remembering
16.	Explain the applications of computer in human resource management.	(13)	Level 3	Applying
17.	"There are two sets of human resource management functions - managerial and operational." - Discuss these functions.	(13)	Level 4	Analysing

PART - C

S.NO	QUESTIONS		BT LEVEL	COMPETENCE
1.	HR Managers play a pivotal role in managing today's workforce – Discuss	(15)	Level 1	Remembering
2.	Is employment protection legislations necessary in an era of HRM" - Substantiate this statement.	(15)	Level 2	Understanding
3.	The HRM functions have increased in stature and influence in many Organisations. Why?	(15)	Level 4	Analysing
4.	Discuss the following statement "To be effective, HR Policies and rules should be consistent, necessary, applicable , understandable, reasonable and communicated."	(15)	Level 1	Remembering
5.	"HR managers, nowadays, wear many hats," - Discuss the statement.	(15)	Level 5	Evaluating

UNIT – II

SYLLABUS: Importance of Human Resource Planning – Forecasting human resource requirement – Matching supply and demand – Internal and External sources – Talent Acquisition – HRM issues and practices in the context of Outsourcing.

PART- A

S.NO	QUESTIONS		BT LEVEL	COMPETENCE
1.	Define HR Planning		Level 1	Remembering
2.	Write some of the major stumbling blocks in HRP.		Level 2	Understanding

3.	List the factors affecting HR Planning	Level 3	Applying
4.	Write a short note on reliability of tests.	Level 4	Analysing
5.	List out the needs of undertaking HRP	Level 2	Understanding
6.	State the HRM Issues.	Level 2	Understanding
7.	Define Talent Acquisition	Level 1	Remembering
8.	Write Short notes on HRIS	Level 2	Understanding
9.	What are the objectives of HR planning?	Level 3	Applying
10.	Write short note on skill inventory.	Level 4	Analysing
11.	How you will determine the manpower gaps?	Level 4	Analysing
12.	List the various types of Interviews.	Level 2	Understanding
13.	What do you mean by outsourcing?	Level 1	Remembering
14.	Differentiate between recruitment and selection.	Level 2	Understanding
15.	What are the features of HRP ?	Level 3	Applying
16.	Define succession planning? Why is it necessary?	Level 4	Analysing
17.	What is screening in selection?	Level 1	Remembering
18.	State the term Stress interview.	Level 2	Understanding
19.	What is meant by Employee referral?	Level 1	Remembering
20.	Define Job Analysis	Level 2	Understanding
21.	What do you understand by selection tests?	Level 1	Remembering
22.	Write a brief note on interviews.	Level 4	Analysing
23.	Classify the different types of test used in selection process.	Level 2	Understanding
24.	What are the problems associated with recruitment?	Level 4	Analysing

PART- B

S.NO	QUESTIONS	BT LEVEL	COMPETENCE
1.	List the types of human resource planning also the needs and objectives of HRP.	(13) Level 1	Remembering

2.	Discuss the various factors affect the supply of Human resources.	(13)	Level 2	Understanding
3.	"Human Resource Planning is more than matching demand and supply gaps." Do you Agree?	(13)	Level 3	Applying
4.	Explain the techniques of employee demand forecasting.	(13)	Level 4	Analysing
5.	What is employment interview? What are its types?	(13)	Level 1	Remembering
6.	Determine the various internal factors in the organization which affect the recruitment programme.	(13)	Level 4	Analysing
7.	Distinguish between forecasting the supply of external and internal Human resources.	(13)	Level 1	Remembering
8.	Discuss in detail about the role of Talent Acquisition process of Human Resource.	(13)	Level 2	Understanding
9.	“Human Resource Planning is a basic business premise & is necessary for organizational effectiveness” please evaluate the statement.	(13)	Level 3	Applying
10.	How would you understand about HRM practices in the context of Outsourcing.	(13)	Level 4	Analysing
11.	What are internal and external sources of recruitment? Also state their merits and demerits.	(13)	Level 1	Remembering
12.	Discuss the problems in HRP. Explain also how can you plan for Human resources in an effective manner ?	(13)	Level 2	Understanding
13.	Analyze the different types of interview.	(13)	Level 4	Analysing
14.	How would you describe the factors affecting job design.	(13)	Level 1	Remembering
15.	Describe the process of HRP.	(13)	Level 3	Applying
16.	Explain selection process. Also discuss barriers to effective selection.	(13)	Level 4	Analysing
17.	Discuss various techniques used in manpower planning.	(13)	Level 2	Understanding

PART - C

S.NO	QUESTIONS	BT LEVEL	COMPETENCE
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1.	Organizations have adopted to E – Recruitment methods. Examine the Pros and Cons	(15)	Level 4	Analysing
2.	Assume you have to develop an HR plan for a new generation private sector bank having branches in major towns in India. What specific external factors would be important for you to consider why?	(15)	Level 1	Remembering
3.	Do you agree that in the field of personnel policies, It is important to integrate the various organizational objectives with the desired results, through the people in action? Explain.	(15)	Level 3	Applying
4.	A leading Company wants to retain its top executives in all the departments, Advise the CEO about a plan to motivate the executives. The competitors are ready to hire the executives. How will you retain the executives?	(15)	Level 5	Evaluating
5.	"Human resource planning is more than matching demand and supply gaps." Do you agree? Justify your answer. Also describe the process of HRP with help of diagram.	(15)	Level 4	Analysing

UNIT – III

SYLLABUS: Types of Training methods – Purpose – Benefits – Resistance – Executive development programmes – Common practices – Benefits – Self-development – Personnel Empowerment including Delegation – Career Management – Career Stages – Training – Employee Empowerment and Engagement.

PART- A

S.NO	QUESTIONS	BT LEVEL	COMPETENCE
1.	What is meant by Employee Training?	Level 1	Remembering
2.	Why do employees resist Training?	Level 2	Understanding
3.	Write the benefits of Training.	Level 3	Applying
4.	What is coaching?	Level 4	Analysing
5.	State the term Training Need Analysis.	Level 2	Understanding
6.	Differentiate between On-the-Job and Off-the-Job Training	Level 1	Remembering

7.	What is meant by Executive (Management) Development Program?	Level 1	Remembering
8.	Write short note on Effective Career Management?	Level 2	Understanding
9.	What is Career Stage?	Level 3	Applying
10.	How does Training differ from Executive Development?	Level 4	Analysing
11.	What do you mean by self development?	Level 1	Remembering
12.	What are the objectives of Employee training.	Level 2	Understanding
13.	What is Career management?	Level 1	Remembering
14.	Differentiate between Career planning & career Management?	Level 2	Understanding
15.	Elucidate the Philosophy of Training.	Level 3	Applying
16.	What are the objectives of and Executive Development Program	Level 4	Analysing
17.	What do you understand by virtual organizational and e – learning?	Level 1	Remembering
18.	What is De-Jobbing?	Level 2	Understanding
19.	Why is training considered as a long term investment?	Level 1	Remembering
20.	Define Career planning?	Level 1	Remembering
21.	Differentiate between training and development.	Level 1	Remembering
22.	What is screening in selection?	Level 2	Understanding
23.	List the characteristics of training.	Level 3	Applying
24.	Why self-development is essential?	Level 4	Analysing

PART- B

S.NO	QUESTIONS		BT LEVEL	COMPETENCE
1.	Explain On-the-Job & Off-the-Job methods of training.	(13)	Level 1	Remembering
2.	Summarize the various sources of resistance to training.	(13)	Level 2	Understanding
3.	What does Empowerment have to do with Engagement?	(13)	Level 3	Applying
4.	Discuss the steps involved in identifying training needs.	(13)	Level 4	Analysing

5.	Discuss the process and benefits of Executive Development.	(13)	Level 2	Understanding
6.	Evaluate the guidelines for designing an effective executive development programme.	(13)	Level 4	Analysing
7.	Describe the need and benefits of Self-Development.	(13)	Level 1	Remembering
8.	Differentiate Training and Development. Also explain the various guidelines for improving the effectiveness of Training.	(13)	Level 2	Understanding
9.	“Training programme are helpful to avoid personnel obsolescence”. Discuss.	(13)	Level 3	Applying
10.	What is Delegation? How it is different from Empowerment? What are its objectives.	(13)	Level 4	Analysing
11.	Elucidate the critical success factors for Knowledge Management implementation.	(13)	Level 1	Remembering
12.	Outline the objectives of Executive Development for various levels of management.	(13)	Level 2	Understanding
13.	Discuss the Meaning, Process and Objectives of Career Management.	(13)	Level 4	Analysing
14.	Describe the stages involved in Self-Development.	(13)	Level 1	Remembering
15.	Discuss the benefits of Training.	(13)	Level 1	Remembering
16.	Elucidate the stages of career development that an individual passes through during his lifetime.	(13)	Level 3	Applying
17.	“Career development is a waste of money for a company. All it does is raise employees expectations and then, frustrated, they quite”. Do you agree or disagree? Discuss	(13)	Level 4	Analysing

PART - C

S.NO	QUESTIONS		BT LEVEL	COMPETENCE
1.	"Training is not an expense but a long -term investment." Comment.	(15)	Level 4	Analysing

2.	Many companies spend considerable time & money on training in interpersonal skills, Do you think such training really works? Explain your answer.	(15)	Level 1	Remembering
3.	Trace out the impact of Training and Development on employee performance and productivity	(15)	Level 2	Understanding
4.	How are external changes in the environment of business affecting the training & development function in human resource department.	(15)	Level 4	Analysing
5.	Critically examine the uses of a good career development program.	(15)	Level 5	Evaluating

UNIT – IV

SYLLABUS: Compensation Management – Introduction, Compensation and Non-compensation Dimensions – Principal Compensation Issues & Management – Productivity, Employee Morale and Motivation – Development of mentor – Protégé relationships.

PART- A

S.NO	QUESTIONS	BT LEVEL	COMPETENCE
1.	What is meant by Compensation?	Level 1	Remembering
2.	List the objectives of Compensation.	Level 2	Understanding
3.	How you will design a compensation system?	Level 3	Applying
4.	Define rewards. Why rewards are necessary to motivate employees?	Level 4	Analysing
5.	Write short note on non financial incentives.	Level 1	Remembering
6.	Define Motivation.	Level 2	Understanding
7.	What is meant by Employee Morale	Level 1	Remembering
8.	Differentiate between Wage and Salary.	Level 2	Understanding
9.	What is Non-compensation Dimensions?	Level 3	Applying
10.	Differentiate between Intrinsic and Extrinsic Motivation.	Level 4	Analysing
11.	What is meant by Fringe benefits.	Level 1	Remembering
12.	Define Incentives?	Level 2	Understanding
13.	What is the difference between stock option, profit sharing &	Level 1	Remembering

	raises?		
14.	What is Mentoring method?	Level 2	Understanding
15.	Define personal responsibility?	Level 3	Applying
16.	Why do Organisations reward Seniority?	Level 4	Analysing
17.	Define Protégé relationship.	Level 1	Remembering
18.	How would you classify the various types of Incentives?	Level 2	Understanding
19.	Write down the variables affecting motivation in organizational setting.	Level 1	Remembering
20.	Write short note on Maslow's need hierarchy theory.	Level 1	Remembering
21.	What do you mean by mentoring?	Level 2	Understanding
22.	Define real wage.	Level 3	Applying
23.	Why do organisations reward seniority?	Level 4	Analysing
24.	Who is a mentor?	Level 1	Remembering

PART- B

S.NO	QUESTIONS		BT LEVEL	COMPETENCE
1.	Explain the various types and list out the importance of Rewards. (13)		Level 1	Remembering
2.	What do you understand by Rewards ? Why Rewards are necessary to motivate employees. (13)		Level 2	Understanding
3.	Identify the various types of Motivation. (13)		Level 3	Applying
4.	Analyze the various methods of Wage payment and explain the importance and limitations of Incentives. (13)		Level 4	Analysing
5.	Explain the Principal Compensation Issues & Management (13)		Level 1	Remembering
6.	Interpret the various categories of Employee Benefits. (13)		Level 2	Understanding
7.	Define Morale. How does Motivation differ from Morale? (13)		Level 1	Remembering
8.	How would you summarize the areas, importance and limitations of Non- financial Compensation? (13)		Level 2	Understanding
9.	How would you show your understanding of the various incentive compensation plans. (13)		Level 3	Applying

10.	Analyze the Maslow's Hierarchy of needs theory also examine the Herzberg's two factor theory	(13)	Level 4	Analysing
11.	"Theory X and Theory Y are concerned with the nature of people". How does the job situation affect the application of this theory? What are its implications?	(13)	Level 1	Remembering
12.	Write a detailed note on development of Mentor -Protégé relationship.	(13)	Level 2	Understanding
13.	Discuss in detail various components of compensation plan.	(13)	Level 4	Analysing
14.	Explain the various problems of Employee Benefits.	(13)	Level 1	Remembering
15.	How would you show your understanding of process of Motivation?	(13)	Level 3	Applying
16.	Explain Porter and Lawler's theory of motivation.How can it be used to motivate employees.	(13)	Level 1	Remembering
17.	Explain the functions, advantages and disadvantages of Mentoring.	(13)	Level 1	Remembering

PART - C

S.NO	QUESTIONS		BT LEVEL	COMPETENCE
1.	Explain how remuneration and rewards helps to motivate employees.	(15)	Level 1	Remembering
2.	Based on your learning draft a suitable Rewards and Recognition program for a Medium Sized startup.	(15)	Level 6	Creating
3.	Define compensation plan. Critically examine the components of a Compensation package in organized industry in India.	(15)	Level 5	Evaluating
4.	Most people are motivated more by the work they do and the environment in which they work than by the money they earn. Comment on the statement. Signify the importance of Motivation in modern Organisations.	(15)	Level 4	Analysing
5.	Discuss any four application of motivation in the Indian Information Technology sector.	(15)	Level 3	Applying

UNIT – V

SYLLABUS: Performance Management System – Feedback – Industry practices - Promotion, Demotion, Transfer and Separation – Implication of job change – Control process – Importance – Methods – Requirement of effective control systems – Grievances – Causes – Implications – Redressal methods.

PART- A

S.NO	QUESTIONS	BT LEVEL	COMPETENCE
1.	Define Performance Appraisal.	Level 1	Remembering
2.	Distinguish between Transfer & Promotion.	Level 2	Understanding
3.	What is Demotion?	Level 3	Applying
4.	How would you classify the various types of Promotion?	Level 4	Analysing
5.	Why do you think Demotion is required?	Level 3	Applying
6.	How would you implement Management by Objectives (MBO)?	Level 4	Analysing
7.	Define Feedback.	Level 1	Remembering
8.	Define the term "Golden Handshake"	Level 2	Understanding
9.	Outline the purpose of conducting a 360 Degree Appraisal.	Level 3	Applying
10.	Distinguish between Dismissal and Discharge.	Level 4	Analysing
11.	Outline the prerequisites for a sound Grievance Handling Procedure.	Level 1	Remembering
12.	Write a short note on Control.	Level 2	Understanding
13.	Distinguish between Self Control & group Control.	Level 1	Remembering
14.	Write short note on implications of Grievances.	Level 2	Understanding
15.	How Collective Bargaining serves employee employer interests?	Level 3	Applying
16.	List the various type of Voluntary and Involuntary Separation.	Level 4	Analysing
17.	What do you mean by Arbitration and Separation?	Level 1	Remembering
18.	What happens in the case of a Demotion?	Level 2	Understanding
19.	What are the possible significant implications of a Job Change?	Level 1	Remembering
20.	What are the common causes of Grievance Redressal procedure?	Level 1	Remembering

21.	What do you mean by BARS?	Level 1	Remembering
22.	Why employees want feedback about their performance?	Level 4	Analysing
23.	What are the purposes of promotion?	Level 1	Remembering
24.	Define the term grievance.	Level 2	Understanding

PART- B				
S.NO	QUESTIONS		BT LEVEL	COMPETENCE
1.	Explain in detail about Performance Management System and its benefits.	(13)	Level 1	Remembering
2.	Discuss the control measures of Absenteeism.	(13)	Level 2	Understanding
3.	Identify the problems and purpose of Transfer.	(13)	Level 3	Applying
4.	Analyse the factors that distort appraisals.	(13)	Level 4	Analysing
5.	Discuss the purpose and types and implications of Job Change.	(13)	Level 2	Understanding
6.	Explain the various types of Promotion with their relative merits and demerits.	(13)	Level 1	Remembering
7.	What is Promotion? Explain the relative merits and demerits of seniority and merit as the basis of promoting employees in organization.	(13)	Level 1	Remembering
8.	What can you say about the reasons for Demotion? Also summarize the various ways to cope with Demotion.	(13)	Level 2	Understanding
9.	How can Grievance be resolved empathically? - Explain	(13)	Level 3	Applying
10.	Analyze the importance of Controlling and the Control process. Also outline the requirements of effective Control system.	(13)	Level 4	Analysing
11.	How would you explain the various methods or techniques of Controlling?	(13)	Level 1	Remembering
12.	Summarize the different types of Separation. Also signify how Transfer is different from Promotion.	(13)	Level 2	Understanding

13.	" An effective Grievance procedure must contain some essential characteristics" Explain	(13)	Level 4	Analysing
14.	How would you describe the various forms of Grievances?	(13)	Level 1	Remembering
15.	How would you show your understanding of the types of Transfer?	(13)	Level 3	Applying
16.	What are the various causes and implications of Grievances?	(13)	Level 1	Remembering
17.	What could be the basis to identify the criteria for promotion? Also outline their merits and demerits.	(13)	Level 4	Analysing

PART - C

S.NO	QUESTIONS		BT LEVEL	COMPETENCE
1.	Do you think Grievances are necessary in an Organization for long term development and growth? Give your opinion and suggestions to redress the Grievances.	(15)	Level 1	Remembering
2.	Prepare a Performance Appraisal form for the middle level executive of a FMCG Indian company. Do you agree that Performance Appraisal as a control mechanism calls for change in the attitude and behaviour of managerial personnel?	(15)	Level 4	Analysing
3.	"Some of the so called modern industries still follow traditional techniques of Performance Evaluation" Do you agree? If yes defend your argument with reasoning?	(15)	Level 4	Analysing
4.	"Control is checking current performance against predetermined standards constrained in the plans with a view to ensuring adequate progress and satisfactory performance" Comment on the statement . Also distinguish between Self Control and Group Control.	(15)	Level 2	Understanding
5.	Discuss the absolute standards used by employers to appraise employees.	(15)	Level 5	Evaluating