

**2015**

(December)

(held in Janu 2016)

**COMMERCE**

Paper : 204

**(Group A : Human Resource Management  
Group B : Indian Financial System)**

Full Marks : 80

Time : Three hours

***The figures in the margin indicate  
full marks for the questions.***

**Group A : Human Resource Management**

1. (a) Discuss the importance of Human resource management functions in the management of a large manufacturing enterprise.

**Or**

(b) Why is it important for companies today to make their human resources into a competitive advantage? Explain how HR can contribute to doing this.

10+6=16

2. (a) What do you understand by selection process? Discuss the various steps involved in it.

8+8=16

**Or**

(b) Give an exact idea of :

8+8=16

(i) On-the-job management development techniques and

(ii) Off-the-job techniques of training and development of managers.

3. (a) What do you understand by wage-incentives? Which of the *two* incentive schemes would you recommend for industry? 8+8=16

**Or**

- (b) "Accurate appraisal of performance is very difficult." In light of this statement discuss the problems in performance appraisal. 16

4. (a) Is 'morale' related to 'motivation'? What measures would you take as a manager-leader to build the morale of your employees? 16

**Or**

- (b) Discuss the various factors related to Job-satisfaction. Do you agree that a highly satisfied employee is always highly productive? 8+8=16

5. Write in brief **any two** of the following :  
8×2=16

(a) Scope of Personnel Audit.

(b) Procedure of Personnel Research.

(c) Uses of Personnel Record.

(d) Essentials of an ideal Personnel policy.

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