

**B.C.A. (2010 COURSE SEM- IV ; SUMMER - 2018)**  
**SUBJECT: MANAGEMENT – IV (HUMAN RESOURCE MANAGEMENT)**

Day: **Saturday**  
Date: **05/05/2018**

**S-2018-1736**

Time: **10.00 AM TO 01.00 PM**  
Max Marks. 70

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**N.B.**

- 1) Q. No. 1 is **COMPULSORY**.
  - 2) Attempt any **FOUR** questions from Q. No. 2 to 7.
  - 3) Figures to the right indicate **FULL** marks.
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- Q.1** What is HRM? State its importance, scope and limitations in present scenario. **(14)**
- Q.2** Explain in detail and with examples the process of human resource planning. **(14)**
- Q.3** What precautions one must take while selection of tests in the recruitment and selection process? **(14)**
- Q.4** What is performance appraisal? State at least two methods, which you feel are the best at present. **(14)**
- Q.5** Explain in detail process of training. Also explain evaluation process, for trainees who have undergone one weeks' training. **(14)**
- Q.6** Illustrate with examples various steps to be taken for registration of a Trade Union. **(14)**
- Q.7** Write short notes on any **TWO** of the following **(14)**
- a) HR – Practices in Service Sector.
  - b) Shift from Personal Management to HRM.
  - c) Players responsible for healthy Industrial Relations.

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