

**B. A. (FACILITY AND SERVICES
MANAGEMENT) (BAFSM)**

Term-End Examination

June, 2026

BFO-009 : HUMAN RESOURCE MANAGEMENT

Time : 3 Hours

Maximum Marks : 100

Note : (i) Attempt any **five** questions in about
600 words each.

(ii) All questions carry equal marks.

1. Define Human Resources Management.
Describe various roles played by HR
Manager in an organization. 20
2. What do you understand by Personnel
Management ? Discuss the objectives of
Personnel Management. 20

3. Define Job Evaluation. What are various analytical methods of Job Evaluation ? Briefly explain any *one* analytical method with its advantages and disadvantages. 20
4. Define Job Description. Explain the uses of Job Description. 20
5. What are various external sources of recruitment ? Describe the merits and demerits of external sources of recruitment. 20
6. What do you understand by Maslow's Need Hierarchy theory ? Explain how are social needs related to productivity. 20
7. What do you understand by organization initiated transfer ? How is it different from personal transfer ? 20
8. Identify the different forms of indiscipline and examine the factors leading to indiscipline. 20

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9. Distinguish between the following : $2 \times 10 = 20$

- (i) Dismissal and Discharge
- (ii) Recruitment and Selection

10. Write short notes on any *two* of the following : $2 \times 10 = 20$

- (a) Application of Computers in Human Resource Management
- (b) Human Resource Audit
- (c) Component of Pay Structure

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