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14MBA21

Second Semester MBA Degree Examination, June/July 2018
Human Resource Management

Time: 3 hrs.

Max. Marks:100

SECTION - A

Note : Answer any FOUR questions from Q.No.1 to Q.No.7.

- 1 Define Human Resource Management. (03 Marks)
- 2 What is job analysis? What is its outcome? (03 Marks)
- 3 Define recruitment. (03 Marks)
- 4 What do you understand by the term training need analysis? (03 Marks)
- 5 What are the factors that influences compensation levels? (03 Marks)
- 6 What do you mean by 360° appraisal? (03 Marks)
- 7 What do you mean by collective bargaining? (03 Marks)

SECTION - B

Note : Answer any FOUR questions from Q.No.1 to Q.No.7.

- 1 Explain the functions of Human Resource Management. (07 Marks)
- 2 What are the different methods used by job analyst in collecting data for job analysis? (07 Marks)
- 3 Explain the factors that affect recruitment. (07 Marks)
- 4 Explain different methods of training. (07 Marks)
- 5 What are the essential characteristics of an effective appraisal system? (07 Marks)
- 6 Explain the challenges faced in Human Resource Management. (07 Marks)
- 7 Explain the steps in Employee Grievance Procedure. (07 Marks)

SECTION - C

Note : Answer any FOUR questions from Q.No.1 to Q.No.7.

- 1 Are Human Resource Management and Personnel Management the same? Justify your answer. (10 Marks)
- 2 What is Human Resource Planning? Explain the process of Human Resource Planning. (10 Marks)
- 3 What are the different stages in selection process? (10 Marks)
- 4 How does training differ from development? (10 Marks)

- 5 Write short notes on any two :
i) Succession Planning
ii) Job Evaluation
iii) Executive Compensation. (10 Marks)
- 6 What are the statutory provisions for employee's welfare? (10 Marks)
- 7 Induction is the guided adjustment of an employee to the organization and its work environment. – Discuss. (10 Marks)

SECTION - D
CASE STUDY – [Compulsory]

The Loha Manufacturing Company is in a very competitive metal products business. It employs 4000 people. Because of the similarity in products design and competitive prices with those of its competitors, it sells by emphasizing quality and service. About a year ago, the company lost two of its major customers, who had been dissatisfied with excessive manufacturing defects. After studying the problem the company decided that its basic engineering was sound but carelessness and lack of quality consciousness on the part of the production workers, inspectors and manufacturing supervisors were prime cause of the trouble. According, the company introduced a quality control training programme to solve the problem.

The course was given after working hours from 7.00 PM to 9.00 PM each Thursday for 10 weeks. Employees were not paid any additional amount to attend the classes. Technically, attendance was voluntary, however, management intimated that employees who attended sincerely would have the fact recorded in their personnel records. This fact would be considered in future pay rise and promotions. The course was taught by a staff engineer from quality control department. The course methodology mainly consisted of lectures and at times movies on quality control and some discussions. The course covered such topics as the need for high quality, conditions affecting quality, costs of poor quality, inspection standards, inspection procedures and methods, statistical quality control, and control chart procedures. The course was open to all interested employed in the plant, including supervisors. Attendance at the early sessions averaged around fifty. Towards the end of the course it had declined to about twenty.

The training department wrote the following comment at the conclusion of the course. "The instructor did a good job of teaching. He was interest, informative and spiced his talks with humour at times. It was not his fault that attendance fell off".

Questions :

- Do you think this training programme was organized and administered properly? Explain. (07 Marks)
- a. Are there any other training methods that could properly have been used? Name the methods and explain how they could have been used? (06 Marks)
- b. What suggestions you can give to make such organizational training programme effective? (07 Marks)
- c.
