

CBCS SCHEME

USN

--	--	--	--	--	--	--	--	--	--

16/17MBA21

Second Semester MBA Degree Examination, Dec.2018/Jan.2019 Human Resource Management

Time: 3 hrs.

Max. Marks:80

**Note: 1. Answer any FOUR full questions from Q1 to Q7.
2. Question No. 8 is compulsory.**

- 1 a. Define Human Resource Management. (02 Marks)
b. Explain methods for collecting job data. (06 Marks)
c. Discuss the selection process of modern organization. (08 Marks)
- 2 a. What is job analysis? (02 Marks)
b. Explain the nature and scope of HRM. (06 Marks)
c. Discuss various methods of training. (08 Marks)
- 3 a. What is the difference between placement and induction? (02 Marks)
b. "Training plays an important role in organization". Comment. (06 Marks)
c. Discuss the major functions of HRM. (08 Marks)
- 4 a. Differentiate between training and development. (02 Marks)
b. What is employee separation? What are the reasons of separation? (06 Marks)
c. What you understand by performance appraisal? Explain the methods of performance appraisal. (08 Marks)
- 5 a. What is compensation? (02 Marks)
b. Explain the grievance procedure. (06 Marks)
c. Discuss statutory and non-statutory welfare programmes of an Indian industry. (08 Marks)
- 6 a. What should be main points of good disciplinary process? (02 Marks)
b. Explain the compensation pay structure in India. (06 Marks)
c. Discuss the process of human resource planning. (08 Marks)
- 7 a. What do you mean by role analysis? (02 Marks)
b. "Promotion in an organization only on the basis of merit". Comment. (06 Marks)
c. Discuss the sources of recruitment. (08 Marks)

Important Note : 1. On completing your answers, compulsorily draw diagonal cross lines on the remaining blank pages.
2. Any revealing of identification, appeal to evaluator and /or equations written eg, 42+8 = 50, will be treated as malpractice.

8 CASE STUDY [Compulsory]

Watson Ltd. is well known for its welfare activities and employee oriented schemes in manufacturing industry from more than ten decade. The company employs more than 800 workers and 150 administrative staff and 80 management level employees. The top level management views all the employees at same level. This can be clearly understood by seeing the uniform of the company which is same for all starting from MD to floor level workers. The company have 2 different cafeterias at different places one near the plant for workers and other near the administration building. Though the place is different the amenities, infrastructure and the food provided are of same varieties. In short the company stands by the rule employee equality.

The company has one registered trade union and the relationship between the union and the management is very cordial. The company has not lost a single man day due to strike. The company is not a pay master in that industry. The compensation policy of that company, when compared to other similar companies, is very less still the employees do not have many grievances due to the other benefits provided by the company. But the company is facing countable number of problems in supplying the materials in recent past days. Problems like quality issues, mismatch in packing materials (packing material 'A' in box of material 'B') incorrect labeling of material, not dispatching the material on time etc.

The management views the case as there are loop holes in the system of various departments and hand over the responsibility to the department to solve the issue. When the HR manager goes through the issues he realized that the issues are not relating to system but it relates to the employees. When investigated he come to know that the reason behind the casual approaches by employees in work is :

- i) The company hired new employees for higher level post without considering the potential internal candidates.
- ii) The newly hired employees are placed with higher packages than that of existing employees in the same cadre.

Questions :

- a. Narrate the case with suitable title for the case. Justify your title. (04 Marks)
- b. The point rose by the HR manager as reason for the latest issues in the organization is justifiable or not. Support your answer with human resource related concepts. (04 Marks)
- c. How would you help the organization to come out from this critical issues if you are in the role of HR manager what will be your immediate step to solve this case? (04 Marks)
- d. "Do you think" employee recognition is very important to resolve the issues". Discuss. (04 Marks)

* * * * *