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14MBA21

**Second Semester MBA Degree Examination, Dec.2017/Jan.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 HRM. (03 Marks)
- 2 What is Job Analysis? (03 Marks)
- 3 What do you mean by Role Analysis? (03 Marks)
- 4 What do you mean by Performance Appraisal? (03 Marks)
- 5 Define employee Grievance. (03 Marks)
- 6 What is collective Bargaining? (03 Marks)
- 7 What do you mean by Succession planning? (03 Marks)

**SECTION - B**

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

- 1 What is career planning? Explain the steps in career development system. (07 Marks)
- 2 Distinguish between personnel management and HRM. (07 Marks)
- 3 Explain the various steps in selection process. (07 Marks)
- 4 What is HR-planning? Explain the steps involved in Human Resource Planning. (07 Marks)
- 5 Discuss the major functions of HRM. (07 Marks)
- 6 Explain the different modern sources of recruitment. (07 Marks)
- 7 Explain the various methods of collecting Job Analysis data. (07 Marks)

**SECTION - C**

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

- 1 Discuss the various training methods. (10 Marks)
- 2 Discuss the various methods of performance appraisal. (10 Marks)
- 3 Explain the importance of Grievance handling. (10 Marks)
- 4 What are the challenges of HR managers in today's changing Business Environment. (10 Marks)
- 5 What is placement? Discuss the problems in placement. (10 Marks)
- 6 Discuss various job evaluation methods. (10 Marks)
- 7 Elaborate on the major types of interviews conducted in organization. (10 Marks)

**SECTION - D**  
**CASE STUDY – [ Compulsory ]**

**TRAINING:**

Biocon Ltd. is a leading 30 years old pharmaceutical company functioning in Bangalore. Dealing with the manufacturing and selling of drugs in large scale. There are about 3000 people working in different areas like production, quality control department, packing section, Human resource department and administration with manager in charge in each functional area. Mr. Venugopal Rao is a senior HR manager working from the initial days and knowing all the techniques and procedures related to manufacturing and industry related works. He also has very close contact with the managing directors and takes a vital role in many decisions. Dr. Veena joined as a new HR Manager to assist Mr. Venugopal Rao recently. Mr. Venugopal Rao participated in several training programs in latest areas. The all Indian pharmaceutical manufacturer's Association decided to organize an International workshop on training and Development in Bangalore. An offer was given to organize for the workshop for five days. The main objectives was to train the employees towards latest manufacturing technology, selling skills and executive development programmes to meet the International standards.

The managing director had a meeting with top-level executives and decided to give the opportunity to either Mr. Venugopal Rao, Senior HR manager or to Dr. Veena, New HR manager to organize the workshop in a determined way. One is very experienced and another well qualified in latest technology.

**Questions :**

1. If you are in the place of MD, to whom will you give the responsibility to organize the workshop? Why? (10 Marks)
2. Suggest suitable training methods for a National level workshop for employees. (10 Marks)

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