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14MBA21

Second Semester MBA Degree Examination, June/July 2019
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 Distinguish between HRM and Personnel management. (03 Marks)
- 2 Name the contents of Job Description. (03 Marks)
- 3 What do you mean by promotion? Mention the bases for promotion. (03 Marks)
- 4 What is MBO? How it is useful in performance appraisal? (03 Marks)
- 5 What is apprenticeship training? (03 Marks)
- 6 List any three intramural and three extramural facilities. (03 Marks)
- 7 What are objectives of collective bargaining? (03 Marks)

SECTION - B

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

- 1 Discuss the emerging role and Qualities of HR manager. (07 Marks)
- 2 Explain the process of Job Analysis. (07 Marks)
- 3 Describe the commonly used types of test in employment. (07 Marks)
- 4 Explain the case study method of management development program. List merits and Demerits of case study method. (07 Marks)
- 5 Give a critical note o factors affecting compensation levels in various organization. (07 Marks)
- 6 Explain the grievance procedure followed in the industry. (07 Marks)
- 7 What is an industrial dispute? What are the different forms of industrial dispute? (07 Marks)

SECTION - C

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

- 1 Explain the principles of HRM. (10 Marks)
- 2 Explain the objectives of HRP. (10 Marks)
- 3 What is employee separation? Explain the forms of separation. (10 Marks)
- 4 Explain in detail the different career stages of an employee. (10 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.

- 5 What are different types of performance appraisal errors? (10 Marks)
- 6 What is Discipline? Explain the disciplinary action followed in Indian industries. (10 Marks)
- 7 Explain the types of machinery for prevention and settlement of industrial dispute. (10 Marks)

SECTION - D

CASE STUDY – [Compulsory]

Raja Road Transport Corporation introduced an incentive scheme in 1981. The bus crew gets the incentive bonus, if the income of a bus during a particular day in a particular route crosses the standard amount. The standard amounts for all the routes are fixed by the administration on the basis of average income in the preceding year in the respective routes. The crew get one percent of the excess amount over and above the standard amount. The collection to the corporation increased phenomenally after the introduction of the schemes as the crew has been taking extra care in clearing all the passengers awaiting bus/any vehicle for their journey. The bus crew did not allow the passengers over and above the seating capacity before the introduction of the scheme. But they have been overloading the buses since 2001. The corporation allowed the bus crew to overload the bus.

The corporation has been running a bus from Ramnagar to Vaishalli. There was heavy traffic in this route in 13th July, 2007. The crew overloaded the bus to the tune of double the seating capacity (i.e 54 seating capacity and another 54 standing passengers). The conductor issued tickets and requested the passengers to buy the tickets several times. He felt that all the passengers bought the ticket and completed his job.

The ticket checking staff were camping at midpur a midpoint between Ramnagar and Vaishalli. They stopped the bus at Midpur and started checking tickets. They found that all the passengers except an old lady sitting on the floor of a corner of the bus did not buy the ticket. They collected penalty form her and issued a ticket. Immediately they issued suspension orders to the conductor despite his request and the requests of the passengers. The passengers told the checking staff he had done his job sincerely and in good faith. The old lady also informed the checking staff that it was purely her mistake and she was suffering from fever and hence she could not buy the tickets in the right time. But the checking staff did not consider these requests.

The conductor informed the trade union leaders at Ramnagar about his suspension on phone. The trade union leaders met the depot manager, explained him the incident and requested him to withdraw the suspension order. The depot manager refused to do it. The trade union leader announced a strike. The traffic was badly affected. The commuters suffered a lot. The strike continued up to one week. The loss of income was around one lakh per day. The issue started spreading to other depots. The General manager of the corporation instructed the depot manager on 21st July, 2007 to solve the issue with immediate effect. Then the depot manager solve the issue by withdrawing the suspension order.

Questions :

1. How do you evaluate the disciplinary procedure followed in this case in punishing the conductor? (08 Marks)
2. If you were the ticket checking staff, how would tackle the issue? (06 Marks)
3. If you were the depot manager, what steps would you take in different stages in this case? (06 Marks)

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