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20MBA21

Second Semester MBA Degree Examination, July/August 2022

Human Resource Management

Time: 3 hrs.

Max. Marks:100

**Note: 1. Answer any FOUR full questions from Q.No.1 to Q.No.7.
2. Question No. 8 is compulsory.**

- 1 a. What do you mean by Human Resource Management? (03 Marks)
b. Explain the external sources of modern recruitment in an organization to hire people. (07 Marks)
c. Discuss internal and external factors of compensation. (10 Marks)
- 2 a. What do you mean by job analysis? (03 Marks)
b. Explain the various factors influencing adoption of Human Resource Management practices in SME's. (07 Marks)
c. Discuss the factors influencing Human Resource Management. (10 Marks)
- 3 a. What do you mean by industrial relation? (03 Marks)
b. Explain the changing mental model. (07 Marks)
c. Discuss innovative human resource management practices in India. (10 Marks)
- 4 a. What is Service Quality Correlation? (03 Marks)
b. Explain importance of Human Resource Management. (07 Marks)
c. Discuss various steps in Selection Process. (10 Marks)
- 5 a. What is organizational innovation? (03 Marks)
b. Explain types of performance rating systems. (07 Marks)
c. Enumerate the differences between service sector and manufacturing sector. (10 Marks)
- 6 a. What is HR professionalism? (03 Marks)
b. Explain various factors affecting the innovation process in organization. (07 Marks)
c. Discuss the differences between personnel management and human resource management. (10 Marks)
- 7 a. What are the difference between Training and Development? (03 Marks)
b. Explain the objectives of industrial relations. (07 Marks)
c. Discuss about critical HR issues of Today and Tomorrow. (10 Marks)

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CASE STUDY:

Power mat, Inc., has encountered difficulty over the last few years in filling its middle management positions. The company, which manufactures and sells complex machinery, is organized into size semi-autonomous manufacturing departments. Top management believes that it is necessary for their departmental managers to know the product lines and the manufacturing process, because many managerial decisions must be made at that level. Therefore, the company originally recruited employees from within. However, they soon found that employees elevated to the middle management level often lack the skills necessary to discharge their new duties.

A decision then was made to recruit from outside, particularly from educational institutes with sound industrial management programmer. Through the service of a professional recruiter the company was provided with a pool of well qualified management graduates. Some of them were hired and placed in lower management positions as preparation for advancement to the middle management jobs. They all left the company, however, within two years of their recruitment.

Management reverted to its former policy of promoting employees from within and experienced basically the same results as before. Faced with the imminent retirement of employees in several key middle management positions, the company decided to call in a consultant who could suggest solutions.

- a. Brief about the case? (05 Marks)
- b. What is the problem of recruiting in this company? (05 Marks)
- c. What may be the advantage of internal recruitment source? (05 Marks)
- d. If you were consultant, what would you recommend? (05 Marks)
