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Second Semester MBA Degree Examination, June/July 2011
Human Resource Management

Time: 3 hrs.

Max. Marks:100

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

- 1 a. What is internal mobility? (03 Marks)
b. What are the factors affecting recruitment policies? Explain the theories of recruitment. (07 Marks)
c. Explain the process of human resource planning. (10 Marks)
- 2 a. Differentiate between wage and salary. (03 Marks)
b. Briefly discuss the techniques of performance appraisal. (07 Marks)
c. Critically evaluate various types of interviews. (10 Marks)
- 3 a. What is career planning? (03 Marks)
b. What is selection? Explain the various steps involved in selection process. (07 Marks)
c. What is job analysis? Explain the various techniques of job analysis. (10 Marks)
- 4 a. What is aptitude test? (03 Marks)
b. What is training? Explain the procedure involved in analyzing the training needs. (07 Marks)
c. Discuss the different techniques for demand and supply of human resources. (10 Marks)
- 5 a. What is validity of a test? (03 Marks)
b. How do you evaluate a training program? (07 Marks)
c. Explain the steps involved in designing a remuneration plan. (10 Marks)
- 6 a. What is job evaluation? (03 Marks)
b. What are the qualities required for HR manager? (07 Marks)
c. Explain the significance of human resource development objectives. (10 Marks)
- 7 a. What is fringe benefit? (03 Marks)
b. What is attrition? Explain retention plans. (07 Marks)
c. Workers participation in management maintains good relationship – prove. (10 Marks)

8 Case study :

PATERNITY LEAVE

Mr. Kishore, an Andhra boy aged 32, has been working as an officer in the Indian Bank, Mumbai branch since 1996. He loved Miss. Kiranmayi, a Karnataka girl working as an Engineer in Chaitanya Engineering Company, Mumbai and married her on 1/1/2009 though their parents did not agree to this marriage. They did not have any assistance from any side. Mrs. Kiranmayi was pregnant and applied for maternity leave on 1/12/2009. Her employer granted leave and provided her all the benefits to be provided legally and sanctioned her an additional amount of Rs.5000 for extra medical care. She faced various health problems two weeks before and one week after the delivery. Mr. Kishore also applied for paternity leave 1/12/2010 for three weeks and required his employer to grant leave as he ought to help and render physical and psychological support to his wife as there was none to help his wife. Branch manager of the Indian Bank, Mumbai branch, forwarded this letter to the head office with adverse comments. The letter was sent to the chief personnel manager and to the legal adviser of the bank. However, the General Manager of the bank has to finally settle this issue.

Questions :

- a. What is the peculiarity of this case? (06 Marks)
- b. What would be the comments of the legal adviser and chief personnel manager? (07 Marks)
- c. How would you settle the issue, if you were the General Manager of the bank? (07 Marks)

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