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14MBA21

**Second Semester MBA Degree Examination, June/July 2016**  
**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 Outline the scope of HRM. (03 Marks)
- 2 Distinguish between training, development and education. (03 Marks)
- 3 Write a brief note on red hot stove rule. (03 Marks)
- 4 Define Job description and Job specification. (03 Marks)
- 5 What do you mean by Promotion? On what bases it can be done? (03 Marks)
- 6 Explain classification of employee compensation. (03 Marks)
- 7 What are the significance of Industrial relations? (03 Marks)

**SECTION - B**

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

- 1 Elaborate the organization of personnel department. (07 Marks)
- 2 Describe the forms of employee separations. (07 Marks)
- 3 Write the methods used for collecting datas for job analysis. (07 Marks)
- 4 Explain the various approaches of Industrial relations. (07 Marks)
- 5 What are the factors that influence the compensation levels? (07 Marks)
- 6 Describe the essential factors lending weight for a good disciplinary system. (07 Marks)
- 7 What are the selection tests commonly used in employment? (07 Marks)

**SECTION - C**

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

- 1 Discuss the two sets of functions of Human Resource Managers. (10 Marks)
- 2 What are the most commonly used methods of recruiting people? (10 Marks)
- 3 Discuss the different types of welfare facilities. (10 Marks)
- 4 Explain the methods of performance appraisal. (10 Marks)

- 5 Describe the methods of management development programmes for managers. (10 Marks)
- 6 Explain the steps followed in the process of Human Resource planning. (10 Marks)
- 7 What are the voluntary methods for prevention and settlement of Industrial disputes? (10 Marks)

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

Amir Khan accepted a new promotion as manager with mixed feelings. He was proud of having his work recognized, but he had some doubts about how he would like the new work. His former job as officer Delhi Development Authority involved regular contact with the general public ; recoveries and processing their complaints, meetings with the press and image building. It was a high profile job involving lot of exposure to media and publicity. As the PRO, he could build a good picture of DDA in the minds of the general public through advertisements , press conferences and television coverage highlighting the achievements of DDA in developing and constructing residential and commercial properties in and around Delhi. His new job in the Administrative wing as manager was essentially a desk job, working with files relating to the applicants registered for various housing projects coming up in North Delhi Area, under the name 'Rohini Scheme'.

Amir missed the routine of his old office and the people he had worked with. He had a private office now fully carpeted and air – conditioned , but he felt he really did not have the necessary background for the job. When he submitted his first report on the Rohini Scheme to the Director of the project, the Director was nice enough suggesting some changes that in fact meant that Amir had really got off the track. The Director said not to worry "we all have to learn a new job". The more Amir thought about it, the more he wanted to go back to the old job. But he hesitated for fear that he would be branded a misfit by management and thus disqualified for any future promotions.

**Questions :**

1. If you were Amir's boss, what could you do to rectify this situation? (10 Marks)
2. Could this situation have been avoided altogether? (10 Marks)

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