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14MBA21

**Fourth Semester MBA Degree Examination, Dec.2015/Jan.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 Define Human Resource Management. (03 Marks)
- 2 What are Job Description and Job Specification? (03 Marks)
- 3 What is Induction? Define. (03 Marks)
- 4 Explain briefly on Career and succession planning. (03 Marks)
- 5 What is executive compensation? (03 Marks)
- 6 Explain briefly on employee welfare. (03 Marks)
- 7 Write about Industrial conflict. (03 Marks)

SECTION - B

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

- 1 " In Business organizations Human Resource Managers plays vital role". How can you justify with this statement? (07 Marks)
- 2 What is Job Analysis? What are the methods of collecting Job analysis data? (07 Marks)
- 3 What are the sources and Methods of Recruitment? Explain. (07 Marks)
- 4 What is Training? Explain the objectives of Training. (07 Marks)
- 5 What are the methods of performance appraisal system? Explain. (07 Marks)
- 6 Define Grievance? Explain the causes of grievances. (07 Marks)
- 7 Write a Note on Industrial Relations. (07 Marks)

SECTION - C

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

- 1 Explain the functions and principles of HRM. (10 Marks)
- 2 What is Human Resource planning? Explain the process of Human Resource Planning. (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.

- 3 What is selection? Explain the selection process. (10 Marks)
- 4 Briefly explain Methods of Training. (10 Marks)
- 5 What are the objectives of compensation? Explain. (10 Marks)
- 6 Define Discipline. Explain different approaches to manage (10 Marks)
- 7 What are the types of machinery for prevention and settlement of industrial disputes? Explain. (10 Marks)

## SECTION – C

**Compulsory :**

Mr. Bhat, Human Resource Manager of IVS Group of companies approached the CEO on 30<sup>th</sup> March 2014 and apprised him of the absence of Mr. Ajay vaidhya, Assistant Accountant in the corporate finance Department for the past one month and requested him to approve the show cause notice to be served to Mr. Ajay as per the labour laws in force.

The CEO told Mr. Bhat “when Mr. Ajay has been absent for the last one month, your duty is to go to Mr. Ajay’s house find out the reason and solve the problem of Mr. Ajay and not just to report the absence to me. Go immediately to Mr. Ajay’s house find the reason and report it to me before 5.00 pm today”.

Mr. Bhat immediately left for Mr. Ajay’s house and learnt from Mr. Ajay’s wife that Mr. Ajay has been in distress as he has been trying to mobilize ₹ 1,00,000 for surgery of his sick wife in a reputed hospital in Bangalore. Mr. Bhat could meet Mr. Ajay around 3pm and both of them then met the CEO. Both of them apprised the CEO the reason for absence and distress of Mr. Ajay.

The CEO immediately contacted the hospital and informed them that the company will pay ₹ 1,00,000 tomorrow i.e 31<sup>st</sup> March 2014 and requested the doctor to conduct the surgery for Ajay’s wife tomorrow itself.

The CEO ordered to Mr. Bhat to arrange to issue a cheque of ₹. 1,00,000 in favour of the hospital and also pay ₹ 10,000 in cash to Mr. Ajay to meet incidental expenses as a grant. Mr Ajay as well as Mr. Bhat were surprised at the decision of the CEO Mr. Ajay become emotional and touched the feet of the CEO.

The CEO told Mr. Bhat. “ Problems of our employees are the company’s problems we treat the employees as human being and members of company’s family”.

This piece of news spread in the entire company within no time and the employees felt highly secured the productivity level increased by 100% in the next quarter it self and sustained over the year to come.

Questions :

- Why did Mr. Bhat prefer to follow a legal approach to the problem? (05 Marks)
- Why did the CEO provide ₹ 1,10,000 as just a grant to Mr. Ajay? (05 Marks)
- What would be the morale of employee’s family members after this incident? (05 Marks)
- Suggest a suitable title for the above said case and justify that title. (05 Marks)

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