PAPER ID-421680

Subject Code: KMBN202

Roll No: | | | | | | | | | | | | | |

MBA

(SEM II) THEORY EXAMINATION 2021-22

HUMAN RESOURCE MANAGEMENT

Time: 3 Hours ***Total Marks: 100***

Notes:

- *Attempt all Sections and assume any missing data.*
- *Appropriate marks are allotted to each question, answer accordingly.*

SECTION-A	Attempt **All** of the following Questions in brief	Marks**(10X2=20)**	**CO**
Q1(a)	What is Human Resource Management?		1
Q1(b)	State the characteristics of Strategic Human Resource Management.		1
Q1(c)	What is meant by job rotation?		2
Q1(d)	What are the internal factors affecting recruitment?		2
Q1(e)	Write a short note on case study method?		3
Q1(f)	Define career planning.		3
Q1(g)	What is executive compensation?		4
Q1(h)	Define industrial relations.		4
Q1(i)	What do you mean by fair treatment at work place?		5
Q1(j)	What is international human resource management?		5

SECTION-B	Attempt **ANY ONE** of the following Case Analyses	Marks**(2X15=30)**	**CO**
Q2(a)	Phrase of the particular case (Example for Questions related with given phase in Sub Parts) William , the owner and manager of a company with ten employees, has hired you to take over the HRM function so she can focus on other areas of her business. During your first two weeks, you find out that the company has been greatly affected by the up economy and is expected to experience overall revenue growth by 15 percent over the next three years, with some quarters seeing growth as high as 35percent. However, five of the ten workers are expected to retire within three years. These workers have been with the organization since the beginning and provide a unique historical perspective of the company. The other five workers are of diverse ages. In addition to these changes, William believes they may be able to save costs by allowing employees to telecommute one to two days per week. She has some concerns about productivity if she allows employees to work from home. Despite these concerns, William has even considered closing down the physical office and making her company a virtual organization, but she wonders how such a major change will affect the ability to communicate and worker motivation. William shares with you her thoughts about the costs of health care on the organization. She has considered cutting benefits entirely and having her employees work for her on a contract basis, instead of being full-time employees. She isn't sure if this would be a good choice. William schedules a meeting with you to discuss some of her thoughts. To prepare for the meeting, you perform research so you can impress your new boss with recommendations on the challenges presented. (I). Point out which changes are occurring in the business that affect HRM. (II).What are some considerations the company and HR should be aware of when making changes related to this case study?		
Q2(b)	Phrase of the particular case (Example for Questions related with given phase in Sub Parts) Satish was a Sales Manager for Industrial Products Company in City branch. A week ago, he was promoted and shifted to Head Office as Deputy Manager - Product Management for a division of products which he was not very familiar with. Three days ago, the company VP - Mr. George, convened a meeting of all Product Managers. Satish's new boss (Product Manager Ketan) was not able to attend due to some other preoccupation. Hence, the		

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Marketing Director, Preet - asked Satish to attend the meeting as this would give him an exposure into his new role. At the beginning of the meeting, Preet introduced Satish very briefly to the VP. The meeting started with an address from the VP and soon it got into a series of questions from him to every Product Manager. George, of course, was pretty thorough with every single product of the company and he was known to be pushy and a blunt veteran in the field.

Most of the Product Managers were very clear of George's ways of working and had thoroughly prepared for the meeting and were giving to the point answers. George then started with Satish. Satish being new to the product, was quite confused and fared miserably. Preet immediately understood that George had possibly failed to remember that Satish was new to the job. He thought of interrupting George's questioning and giving a discrete reminder that Satish was new.

But by that time, George who was pretty upset with the lack of preparation by Satish made a public statement "Gentlemen, you are witnessing here an example of sloppy work and this can't be excused".Now Preet was in two minds - should he interrupt George and tell him that Satish is new in that position OR should he wait till the end of the meeting and tell George privately. Preet chose the second option. Satish was visibly angry at the treatment meted out by George but he also chose to keep mum.

George quickly closed the meeting saying that he found in general, lack of planning in the department and asked Preet to stay back in the room for further discussions. Before Preet could give any explanation on Satish, George asked him "Tell me openly, Preet, was I too rough with that boy?" Preet said "Yes, you were. In fact, I was about to remind you that Satish is new to the job". George explained that the fact that Satish was new to the job didn't quite register with him during the meeting. George admitted that he had made a mistake and asked his secretary to get Satish report to the room immediately. A perplexed and uneasy Satish reported to George's room after few minutes.

(I). Was it at all necessary for George to apologies to such a junior employee like Satish?
(II). If you were in Satish's place, how would you to respond to George's apology?

SECTION-C	Attempt **ANY ONE** following Question	Marks **(1X10=10)**	**CO**
Q3(a)	Outline the scope of HRM in the light of ongoing changes in management thought.		1
Q3(b)	State the operative functions of HRM.		1

SECTION-C	Attempt **ANY ONE** following Question	Marks **(1X10=10)**	**CO**
Q4(a)	Discuss the problems faced in HRP .How can these problems be overcome?		2
Q4(b)	"Selection is virtually a kind of elimination process."		2

SECTION-C	Attempt **ANY ONE** following Question	Marks **(1X10=10)**	**CO**
Q5(a)	" Training programmes are helpful to avoid personnel obsolescence."		3
Q5(b)	What is meant by promotion? Justify the need for employee promotion. Distinguish promotion from transfer.		3

SECTION-C	Attempt **ANY ONE** following Question	Marks **(1X10=10)**	**CO**
Q6(a)	Discuss the incentives often offered to employees by the Indian organizations.		4
Q6(b)	What are the causes of poor IR in India? Suggest measures for improving industrial relations.		4

SECTION-C	Attempt **ANY ONE** following Question	Marks **(1X10=10)**	**CO**
Q7(a)	Highlight the various legal provisions for industrial safety?		5
Q7(b)	"Inter -country differences affects HRM ". Explain.		5