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14MBA21

Second Semester MBA Degree Examination, Dec.2016/Jan.2017
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 line and staff relationship. (03 Marks)
- 2 What is Internal mobility? (03 Marks)
- 3 What is training? (03 Marks)
- 4 What is orientation? (03 Marks)
- 5 Define performance appraisal. (03 Marks)
- 6 What is career planning? (03 Marks)
- 7 Define HRM. (03 Marks)

SECTION - B

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

- 1 Discuss the evolution of Human Resource Management. (07 Marks)
- 2 Explain recruitment techniques. (07 Marks)
- 3 Explain various methods of on-the-job training. (07 Marks)
- 4 Explain various objectives of compensation management. (07 Marks)
- 5 Explain various steps in the employee Grievance procedure. (07 Marks)
- 6 What is industrial conflict? Explain any two types of strikes. (07 Marks)
- 7 Discuss the factors influencing the compensation level. (07 Marks)

SECTION - C

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

- 1 Explain various objectives of HRM. (10 Marks)
- 2 Discuss Human Resource Planning process. (10 Marks)
- 3 Elucidate selection process. (10 Marks)
- 4 Explain various methods of performance appraisal. (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.

- 5 Discuss various causes of industrial disputes. (10 Marks)
- 6 Explain various welfare and recreational facilities offered to employees. (10 Marks)
- 7 Explain essentials of a good disciplinary system. (10 Marks)

SECTION - D
CASE STUDY – [Compulsory]

POOR SANJAY

One Monday morning Sanjay Nagpal, a recent recruit from a reputed management institute in Mumbai, walked into the sales office at Chennai as a new sales trainee. Raghavan, the zonal sales manager for a large computer hardware firm was there to greet him. Raghavan's job consisted overseeing the work of sales officers, field executives, and trainee salesmen numbering over 50 of three areas namely Chennai, Bangalore, Trivendrum. The sales growth of computers, parts and office equipments in his area was highly satisfactory, especially in recent years thanks to the development initiatives taken by respective state Governments in spreading computer education in offices, schools, colleges, banks and other institutions.

Raghavan had collected several sales reports, catalogues and pamphlets describing in detail the types of office equipments sold by the company. After a pleasant chat about their backgrounds. Raghavan gave Sanjay the collected material and showed him to his assigned desk.

Thereafter Raghavan excused himself and did not return. Sanjay spent the whole day scanning the material and at 5.00 PM he picked up his things and went home.

Questions:

1. What do you think about Raghavan's training programme? (05 Marks)
2. What types of sales training programme would you suggest? (05 Marks)
3. What method of training would have been best under the circumstances? (05 Marks)
4. Would you consider OJT simulation or experiential methods? (05 Marks)

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