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18MBA21

Second Semester MBA Degree Examination, Aug./Sept. 2020 Human Resource Management

Time: 3 hrs.

Max. Marks:80

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

- 1 a. Define selection. (03 Marks)
b. Explain any seven principles of Human Resource Management. (07 Marks)
c. Explain process of Human Resource Planning. (10 Marks)
- 2 a. Define Human Resource Planning. (03 Marks)
b. Explain different types of transfer. (07 Marks)
c. Discuss statutory and non-statutory welfare programs of an organization. (10 Marks)
- 3 a. Define Human Resource Management. (03 Marks)
b. Explain systematic approach to training. (07 Marks)
c. Explain strategies to manage employee turnover. (10 Marks)
- 4 a. Define orientation. (03 Marks)
b. Write specimen of job description of compensation manager. (07 Marks)
c. Explain process of performance appraisal. (10 Marks)
- 5 a. Define training. (03 Marks)
b. Explain employee Grievance procedure. (07 Marks)
c. Explain types of employee separation. (10 Marks)
- 6 a. Define employee Grievances. (03 Marks)
b. Explain approaches to discipline. (07 Marks)
c. Explain major functions of HRM. (10 Marks)
- 7 a. Define internal mobility. (03 Marks)
b. Explain methods of collecting job analysis data. (07 Marks)
c. Explain compensation pay structure in India. (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.

8 Case Study:

Mr. Harish was incharge of employee training in Shankar and Shankar Company, working under the HR Manager Mr. Subhash. One day Mr. Subhash called Mr. Harish and told him that the top management have decided that a leadership training programme should be conducted for the middle and lower level managers of the firm. The top management were of the view that the styles they were using now and in the past are not being used by the middle managers. Marketing Chief Mr. Ram Shankar observed that the young, middle and lower level manager were not conversent about dealing with people. The finance chief Mr. Krishna Shankar stated that it was theyry style that took the company to the top and what was good enough for them should be good enough for the middle manager. The other committed members were fount to agree with these observations. "As such", Mr. Subhash told Mr. Harish, "I have to follow the orders of the top management. Get a good understanding of the modern theoretical basis of leadership. Then find out the styles of leadership for the Marketing and Finance Chiefs. Based on these design, a programme that I can present to the executives committee for middle management leadership training programme.

Questions:

- a. Bring out the theoretical concepts involved in the case. (07 Marks)
- b. Comment on the suggestions of Finance and Marketing Manager. (07 Marks)
- c. Design a training programme for middle level managers in marketing department for leadership training. (06 Marks)

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