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Question Paper Code : 63151

M.B.A. DEGREE EXAMINATION, APRIL/MAY 2017.

Second Semester

BA 7204 — HUMAN RESOURCE MANAGEMENT

(Regulations 2013)

Time : Three hours

Maximum : 100 marks

Answer ALL questions.

PART A — (10 × 2 = 20 marks)

1. What are the concepts of HRM?
2. What are the benefits of HR audit?
3. Distinguish between induction and socialization.
4. What are the objectives of the HR planning?
5. What is mentoring method?
6. What is the role of the HR manager in knowledge management?
7. What are the aims of career management?
8. How do developing a Behaviorally Anchored Rating Scale (BARS)?
9. What is termination benefits?
10. Define performance appraisal.

PART B — (5 × 13 = 65 marks)

11. (a) Critically examine the evolution of human resource management in India.

Or

- (b) Define Human Resource Accounting. Explain the issues and concept of human resource accounting.

12. (a) Define Selection test. Explain different selection tests.

Or

(b) Discuss the different techniques for forecasting HR needs.

13. (a) Discuss the various levels of evaluation of the effectiveness of training.

Or

(b) Distinguish between training and development. Explain the importance of on-the-job training.

14. (a) Define motivation. Explain how process theories are useful to motivate employees.

Or

(b) What is Compensation? Discuss the various incentive compensation plans.

15. (a) How can a grievance be resolved empathically? – Explain.

Or

(b) What is promotion? Explain the relative merits and demerits of seniority and merit as the basis of promoting employees in organization.

PART C – (1 × 15 = 15 marks)

16. Case Study :

(a) "There it is finished", thought Sanjiv Choudhary as he laid aside the last of 12 Performance forms. It had been a busy week for Sanjiv, who supervises a road maintenance crew for Department of Highways, Indian Police.

In passing through the Sanjiv's districts a few days earlier, the governor had complained to the area Superintendent that the repairs were needed on several of high ways. Because of this, the Superintendent assigned Sanjiv crew an unusually heavy work load. In addition, Sanjiv received a call from the personnel office that week telling him that the performance appraisals were late. Sanjiv explained that his predicament, but the personnel specialist insisted that the forms be completed right way.

Looking over the appraisal again, Sanjiv thought about the several of the workers. The performance appraisal form had places for marking quantity of work, quality of work, and cooperativeness. For each characteristic, the worker could be graded as outstanding, good, average, below average or unsatisfactory. As Sanjiv's crew had completed all the extra work assigned for that week, he marked the every worker outstanding in quantity of work. He marks David average in cooperativeness because David had questioned one of his decisions that week. Sanjiv had decided to patch a pothole in one of the roads, and David thought the small section of the road surface ought to be broken out and replaced. Sanjiv did not include this in the remarks section of the form, though. As a matter of fact, he wrote no remarks on any of the forms.

Sanjiv felt a twinge of guilt as he thought about Robert. He knew that Robert had been sloughing off, and the other workers had been carrying him for quite some time. He also knew that Robert would be upset if he found that he had been marked lower than the other workers. Consequently, he marked Robert the same to avoid a confrontation. "Anyway", Sanjiv thought, "these things are a pain, and I really should not have to bother with them. As Sanjiv folded up the performance appraisal and put them in the envelope for mailing, he smiled. He was glad he would not have to think about the performance appraisals for another six months.

Questions :

- (i) What weaknesses do you see in Sanjiv's potential and performance?
- (ii) Take a look at your performance assessment. How do you feel about it?

Or

- (b) X company limited has five branches at TamilNadu with corporate office at Chennai. The structure is product based and each branch produce one product and all are automobile related. There was a post vacant for the position of vice-president at head office. The production Engineer of Coimbatore is the most suitable person by all areas like seniority, qualification and ability. But, the problem is that if he is disturbed from Coimbatore no one can take his responsibility and the president felt a very big gap. What is the problem and how will you sort it?