



SECOND SEMESTER M.B.A. DEGREE EXAMINATION, JULY 2012
(CCSS)

BUS 2C 14—HUMAN RESOURCE MANAGEMENT
(2009 admissions)

Maximum : 60 Marks

Time : Three Hours

Answer all Sections.

Part A

*Answer the following questions.
Each question carries 2 marks.*

1. What is the significance of Human Resource Management ?
2. What is Human Resource Planning ?
3. What is on-the-job training ?
4. What is labour participation in Management ?
5. What is promotion ?

(5 × 2 = 10 marks)

Part B

*Answer any four of the following questions.
Each question carries 5 marks.*

6. Distinguish between Recruitment and Selection.
7. Briefly explain the different types of transfer.
8. Discuss briefly the significance of workers' empowerment.
9. Describe the contents of induction training programme.
10. Write brief note on state regulation in wage administration.
11. Describe the essentials of a good discipline system.

(4 × 5 = 20 marks)

Part C

*Answer any two of the following questions.
Each question carries 7.5 marks.*

12. How are training needs assessed in organisations ? Discuss how training effectiveness is evaluated.
13. Explain the different stages in the career of an employee. What needs to be done by the organisation at these different stages ?
14. What is a "grievance" ? Discuss the typical grievance redressal procedure followed in organisations.

(2 × 7.5 = 15 marks)

Turn over

Part D (Compulsory)

Read the following case and answer the questions given at the end :—

Optima air filter company faced crisis as almost 80 percent of its employees left the company at once. As a result the firm had to hire almost three completely new crews, one for each of its shifts. The problem was that the "old timers" had known their jobs so well that no one had ever bothered to draw up job descriptions for them. When about 40 new employees began taking their places, there was general confusion about what they should do and how should do it.

The crisis became old news quickly to the firm's out-of-state customers, who wanted filters, not excuses. Manoj, the firm's president, was really worried. He had about 40 new employees, 10 'old timers', and his original factory supervisor Martin. He decided to meet with Johnson, a consultant.

Mr. Thomson immediately had the old-timers fill out a job questionnaire that listed all their duties. Arguments came up almost immediately : Manoj and Martin thought the old-timers were exaggerating to make themselves look more important, and the old-timers insisted that the lists faithfully reflected their duties. Meanwhile, the customers wanted their filters :

- (a) Is Job description very important for organisations ? Why ?
- (b) Should Johnson ignore old-timers write up ? How can he resolve the differences ?
- (c) How would you have conducted the job analysis ? Explain.

(1 × 15 = 15 marks)