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Enrollment No.....



Faculty of Management
End Sem (Even) Examination May-2018
MS5CO09 Human Resource Management

Programme: MBA

Branch/Specialisation: Management

Duration: 3 Hrs.

Maximum Marks: 60

Note: All questions are compulsory. Internal choices, if any, are indicated. Answers of Q.1 (MCQs) should be written in full instead of only a, b, c or d.

- Q.1
- i. Which of these is a Operative Function. 1
(a) Planning (b) Organising (c) Directing (d) Appraisal
 - ii. Providing Guidance to workers is related with: 1
(a) Policy Formulation (b) Advisory Role
(c) Decision-making role (d) Leadership role
 - iii. Which of these are the stages of selection procedure 1
(a) Employment interview (b) Checking references
(c) Medical examination (d) All of these
 - iv. Which of these is related with HRP 1
(a) Demand Forecasting (b) Supply Forecasting
(c) Gap Analysis (d) All of these
 - v. Which training is meant for the old employees 1
(a) Refresher Training (b) Internship Training
(c) Apprenticeship Training (d) Induction Training
 - vi. Which of these is a simulation techniques 1
(a) In-Basket Method (b) Case Study
(c) Management Games (d) All of these
 - vii. A Systematic procedure for determining the relative worth of a job 1
(a) Job Evaluation (b) Job Analysis
(c) Performance Appraisal (d) None of these
 - viii. Profit sharing is type of 1
(a) Wage plan (b) Incentive plan (c) HR Policy (d) None of these

P.T.O.

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ix.	Which of these is a causes of grievances	1
	(a) Management policy (b) Working conditions	
	(c) Personal factors (d) All of these	
x.	Constructive discipline refers to:	1
	(a) Positive Discipline (b) Negative Discipline	
	(c) Misconduct (d) None of these	
Q.2	i. What is HR Policy?	2
	ii. State changing role of HR managers.	2
	iii. Describe the emerging trends in HRM.	4
OR	iv. Explain the significance of HRM with example.	4
Q.3	i. What is the need for career planning?	3
	ii. Describe the methods of recruitment.	5
OR	iii. Explain the benefits of succession planning.	5
Q.4	i. What is the purpose of performance Appraisal?	3
	ii. Explain the methods of management development.	5
OR	iii. Differentiate between training and development.	5
Q.5	i. Define job evaluation.	2
	Write short note on any two:	
	ii. Types of rewards	3
	iii. Types of incentives	3
	iv. Factors affecting wage and salary administration.	3
Q.6	Attempt any two:	
	i. What is the importance of collective bargaining?	4
	ii. Explain briefly the grievance procedure.	4
	iii. Why is maintaining discipline in industry important?	4

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Q.7	Case Study:	10
	Unique Funds Ltd. Is a reputed finance company having 10 branches in different parts of the country? Their staff includes 290 operative employees and 70 executives. The company has a performance rating plan under which the staff members are rated at the end of each financial year by a committee of two executives by means of graphic scale. Recently, two employees working at the Head Office have been denied annual increments due to comparatively low ratings. They have made a representation to the Chief Executive of the company expressing their dissatisfaction with the appraisal system and insisting that community service is not a part of their job and it should not influence their ratings. The employees seem to organise a union and demand that annul increments should be granted automatically. The Chief Executive feels that performance appraised is dangerous source of friction and so it should be discontinued altogether.	
	Questions	
	(a) If you were the Human Resource Manager, how would you defuse the problem?	
	(b) How far do you agree with the Chief Executive's view that performance appraisal should be discontinued?	
	(c) On what lines would you recommend modifications in the performance appraisal system of the company?	

Marking Scheme
MS5CO09 Human Resource Management

Q.1	i.	Which of these is a Operative Function. (d) Appraisal		1
	ii.	Providing Guidance to workers is related with: (d) Leadership role		1
	iii.	Which of these are the stages of selection procedure (d) All of these		1
	iv.	Which of these is related with HRP (d) All of these		1
	v.	Which training is meant for the old employees (a) Refresher Training		1
	vi.	Which of these is a simulation techniques (d) All of these		1
	vii.	A Systematic procedure for determining the relative worth of a job (a) Job Evaluation		1
	viii.	Profit sharing is type of (b) Incentive plan		1
	ix.	Which of these is a causes of grievances (d) All of these		1
	x.	Constructive discipline refers to: (a) Positive Discipline		1
Q.2	i.	HR Policy		2
	ii.	Changing role of HR managers.		2
	iii.	Emerging trends in HRM. Each trends 1 mark	(1 mark * 4)	4
OR	iv.	Significance of HRM Example.	3 marks 1 mark	4
Q.3	i.	Need for career planning		3
	ii.	Methods of recruitment. Minimum two methods Each method 2.5 marks	(2.5 marks * 2)	5
OR	iii.	Benefits of succession planning. 1 mark each	(1 mark * 5)	5

Q.4	i.	Purpose of performance Appraisal		3
	ii.	Methods of management development.		5
OR	iii.	Difference between training and development. 1 mark for each (1 mark * 5)		5
Q.5	i.	Job evaluation. Write short note on any two:		2
	ii.	Types of rewards 1 mark for each type	(1 mark * 3)	3
	iii.	Types of incentives 1 mark for each type	(1 mark * 3)	3
	iv.	Factors affecting wage and salary administration. 1 mark for each factor	(1 mark * 3)	3
Q.6		Attempt any two:		
	i.	Importance of collective bargaining 1 mark for each	(1 mark * 4)	4
	ii.	Grievance procedure.		4
	iii.	Maintaining discipline in industry important 1 mark for each (1 mark * 4)		4
Q.7		Case Study:		10
		Questions		
	(a)	If you were the Human Resource Manager, how would you defuse the problem?	4 marks	
	(b)	How far do you agree with the Chief Executive's view that performance appraisal should be discontinued?	3 marks	
	(c)	On what lines would you recommend modifications in the performance appraisal system of the company?	3 marks	
