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Roll No. :

576215(76)/676214(76)

**M. B. A. (Second Semester) Examination,
April-May 2020**

(New Scheme)

(Management Branch)

(Specialization : General)

HUMAN RESOURCE MANAGEMENT (New)

Time Allowed : Three hours

Maximum Marks : 80

Minimum Pass Marks : 32

***Note : Answer any five questions (12 marks each)
from Section-A and Section-B compulsory.***

Section-A

5×12=60

- 1. Explain briefly the various functions performed by a human resource management.**
- 2. Trace out the different eras of development of Human Resource Management?**

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3. Define human resource planning and discuss the process of effective Human Resource Planning.
4. Discuss the steps in Job Analysis process.
5. What is recruitment? What are the various sources of Recruitment?
6. Define Training. What are the benefits of Training?
7. What do you mean by performance appraisal? Explain its methods.
8. Write short notes on :
 - (a) Quality of Work Life
 - (b) Counseling
 - (c) HR Audit
9. What is stress? Explain the personal and oranzizational factors that cause stress.
10. What is Ethics? Explain the role of ethics in HRM.

Section-B**Case Study****Vishal Components Limited**

Vishal Components Limited manufactures a wide range of automotive components. It has a workforce of 1500 including 250 supervisors and executives. Performance appraisal of these supervisors and executives is conducted by their respective superiors annually. The parameters used for performance appraisal are sense of responsibility, superiors' dependability on subordinates, initiative, regularity and punctuality, community activity and potential for development to take higher positions. All these factors are given equal weightage. The performance appraisal has three objectives: to grant annual increment, to determine promotability, and to assess training needs.

In the year 1998-99, some supervisors and executives were not given any increment because as per performance appraisal, their total scores were below standard. The overall low scores were due to community activity and potential for development which were given equal weightage alongwith other factors.

On the stoppage of annual increment, the aggrieved supervisors and executives represented their case to the Managing Director of the company and contended that the entire performance appraisal system was faulty. They were very much against the inclusion of community activity and potential for development in the performance appraisal meant for giving pay raise. They argued that all aggrieved supervisors and executives should be given regular annual increments and time-bound promotions. The system would be more objective, fair and free from undue biases.

Questions :

- (i) As human resource manager. How will you defend the existing performance appraisal system of the company? Will you like to incorporate changes. If any? If yes, what would be these changes and why?
- (ii) Should there be separate appraisal criteria for appraising supervisors and executives? If yes, where are such differences needed?
- (iii) What actions should be taken to the representation made by the aggrieved supervisors and executives?