Code: **17BA2T2**

I MBA - II Semester - Regular Examinations – April 2018

HUMAN RESOURCE MANAGEMENT

Duration: 3 hours   Max. Marks: 60

SECTION - A

1. Answer the following: **5 x 2 = 10 M**

  a) HR- issues
  b) Job evaluation
  c) On the Job Training Methods
  d) E-SOP
  e) HR Audit

SECTION – B

Answer the following: **5 x 8 = 40 M**

2. a) Discuss the changing role of HR Managers in organization.
                             OR
  b) Explain briefly HRM policies and Principles.

3. a) Describe in detail the steps of selection process.
                             OR
  b) Explain various sources of Recruitment with merits and
     demerits.

4. a) Bring out the steps in the Training and Development process.

OR

b) Discuss the various Methods of performance Appraisal used in the organization.

5. a) Explain the various techniques of Wage fixation.

OR

b) Discuss different types of safety and welfare management program in organization.

6. a) Describe in brief the objectives of collective bargaining.

OR

b) Bring out reasons for grievances and explain grievances resolution mechanisms.

SECTION-C

7. Case Study   **1x10=10 Marks**

Mrs. Rupa Devi worked for 20 years in the Horlicks Biscuits Ltd, she joined very recently the Nutrine Biscuits Ltd, as the production manager, she was supposed to attend a routine departmental heads meeting last Friday at 4.30 p.m., which was presided over by the managing director of the company. She did not attend the meeting as there was no formal or informal communication to her, the managing director didn't like her absence as there were many important items to be discussed regarding production department, Mrs. Rupa Devi was called by the managing director on the next day and asked explanation for not

attending the meeting. Mrs. Rupa Devi replies that there was no information. The secretary said that it was a routine meeting and as such information was not sent to any departmental head. But all other heads, except Mrs. Rupa Devi, attended the meeting.

a) Who is responsible for the occurrence of such a mistake?
b) Find out the reason for the incident. How do you propose to solve such problems in future?