

Subjt Code: R16MBA202

MBA - II Semester Regular / Supplementary Examinations, April-2018.**HUMAN RESOURCE MANAGEMENT****Time: 3 hours****Max Marks: 60****Question Paper Consists of Part-A and Part-B.**

Answering the question in Part-A is Compulsory & Four Questions should be answered from Part-B

All questions carry equal marks of 12.

PART-A (CASE STUDY)**1 X 12 = 12**

Mr. Krishna has been working as an Agricultural Officer in Syndicate Bank since 2006. He married in 2007 and he has on son (10 years old) and a daughter (8 years old). He has worked in various rural branches in Andhra Pradesh, Karnataka and Orissa. Mr. Krishna and his wife belong to Coimbatore city of Tamilnadu. He is a Graduate in Agricultural Science. Mr. Krishna is one of the most sincere and committed officers of the Bank. He leaves his house at 8am almost every day (including Sundays), visits the farmers, their fields, suggests them on various issues, and attends the bank to work between 12 Noon and 8 pm with one hour lunch break. He helps the Branch Manager in finalizing the daily accounts, in completing the work left incomplete by other staff. He returns home only after 8 pm. As such he generally does not attend to most of the domestic work. His wife manages all domestic chores and also the schooling of their children. She could not admit her son in a residential English Medium School in Madras. She asked her husband to try for his admission but in vain. Immediately she wrote to the Branch Manager, Regional Manager and Personnel Manager in the regional and head offices, requesting them to help her in getting admission for her son in any English Medium High School preferably in Madras/Coimbatore giving the facts that her husband serves the bank right from 8 am to 8 pm and he could not find time to successfully try for his son's admission. The Regional Manager, Personnel Manager and the Branch Manager enquired into the case and found that the information furnished by Mrs. Krishna was corrt. The bank's policy at present is to redress the grievance of the employees and to deal with only those grievances relating to the terms and conditions of employment and work. Immediately the Regional Manager sought the advice of the Personnel Manager at the Head Office.

Questions

Being the Personnel Manager what would you suggest the Regional Manager and Branch Manager in solving the problem?

- 1) Does the issue raised by Mrs. Krishna come under the purview of Human Resource Management
- 2) If you were the Regional Manager, how would you redress this grievance?

PART-B**4X 12 = 48**

2. (a) Discuss the scope and nature of HRM
- (b) HR manager is being paid by the Management. Is he therefore a representative of Management of Human resources of an organisation. Discuss
3. (a) Explain different sources of Rruitment
- (b) Rruitment is distinct from employment and seltion. Discuss
4. (a) Define Job Analysis.

5. (a) What do you mean by Performance Appraisal.

(b) Describe in detail the process of the Performance Appraisal.

6. (a) what are statutory and non-statutory benefits to be given to the employees of an organisation

(b) "Fringe benefits have psychological and social base" explain.

7. (a) What is Grievance.

(b) Explain different steps involved in Grievance Procedure.

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