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Total No. of Pages : 03

Total No. of Questions : 17

MBA/MBA(IB) (2018 Batch) (Sem.-2)
HUMAN RESOURCE MANAGEMENT
Subject Code : MBA-204-18
M.Code : 76156

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTIONS TO CANDIDATES :

1. **SECTION-A** contains **EIGHT** questions carrying **TWO** marks each and students has to attempt **ALL** questions.
2. **SECTION-B** consists of **FOUR** Subsections : Units-I, II, III & IV. Each Subsection contains **TWO** questions each carrying **EIGHT** marks each and student has to attempt any **ONE** question from each Subsection.
3. **SECTION-C** is **COMPULSORY** and consist of **ONE** Case Study carrying **TWELVE** marks.

SECTION-A**Write briefly :**

1. Organisation of Human Resource Management
2. Personnel Policies
3. Significance of Induction Training
4. Promotion Criteria
5. Concept of Compensation Management
6. Employee Welfare
7. Scope of Collective Bargaining
8. Ethics in Human Resource Management

SECTION-B**UNIT-I**

9. Explain the objectives and scope of human resource management.
10. Discuss the process of job analysis.

UNIT-II

11. Explain the concept of career development. Discuss the factors affecting career choices.
12. Explain various methods of recruitment.

UNIT-III

13. Differentiate between performance appraisal and potential appraisal. Explain any two methods of performance appraisal.
14. Explain the concept and structure of Quality Circles.

UNIT-IV

15. Discuss the approaches to industrial relations.
16. Define Grievance. Explain grievance handling procedure.

SECTION-C

17. CASE STUDY “YOU CALL THIS SELECTION INTERVIEW”

Suresh Kumar was production manager for Singer Industries Limited, a Noida based electrical appliances company near Delhi. Suresh had to approve the hiring of new supervisors in the plant. The HR manager performed the initial screening.

On Friday afternoon, Suresh got a call from Anil Dhavan, Singer's HR Director, “Suresh, Anil said, “I have just talked to a young engineering graduate from a regional engineering college who may be just who you're looking for a fill that supervisor job you asked me about. He has some good work experience in a multinational firm located in Pune, but at a lower salary level. He wants to come over to Noida where his parents live”. Suresh replied, “Well, Anil ji, I would take care of the boy. Anil continued, “He is here right now in my office, I am sending him to you, if you are free” Suresh hesitated a moment before replying, “Great Sir, I am certainly busy today but I can't afford to displease you either. Sir, Please send him immediately.”

A moment later, Ranga Rao, the new applicant arrived at Suresh's office and introduced himself. “Come on in Rao”, said Suresh. “I'll be right with you after I make a few urgent phone calls. “Fifteen minutes later, Suresh finished the calls and began interviewing Rao. Suresh was quite impressed. The merit certificates, the ‘best suggestions’ award from previous multinational firm and Rao's quick response revealed the candidate's potential.

Meanwhile, Suresh's door opened and a supervisor yelled, "we have a small problem on line number 5 and need your help"

"Sure", Suresh replied, "Excuse me a minute, Rao." Fifteen minutes later, Suresh returned and the dialogue continued for another few minutes before a series of phone calls again interrupted him.

The same pattern of interruption continued for the next forty minutes. Rao looked at the watch embarrassedly and said, "I am sorry, Suresh, I have to go now. I have to catch the train to Pune at 9.00 P.M.

"Sure thing, Rao", Suresh said as the phone rang again, "Call me after a week".

Questions :

- a. What specific policies might a company follow to avoid interviews like this one?
- b. Explain why Suresh and not Anil should make the selection decision?

NOTE : Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.