

Roll No.

Total No. of Pages : 03

Total No. of Questions : 15

MBA (2016 to 2017) (Sem.-2)

**HUMAN RESOURCE MANAGEMENT**

Subject Code : MBA-203

M.Code : 49098

Time : 3 Hrs.

Max. Marks : 60

**INSTRUCTION TO CANDIDATES :**

1. SECTION-A contains SIX questions carrying FIVE marks each and students have to attempt any FOUR 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 EIGHT marks.

**SECTION-A**

1. Differentiate between HRM and HRD.
2. What is wage and salary administration?
3. Discuss the future of training and development.
4. Discuss the techniques for improving the quality of work life.
5. Discuss the role of competency mapping in job satisfaction.
6. Explain the process of HR audit.

**SECTION-B**

**UNIT-I**

7. Differentiate between job description and job specification. Briefly explain the steps in job analysis process.
8. What are factors affecting the human resource planning? State the benefits of human resource planning in organizations.

## UNIT-II

9. Explain the difference between Recruitment & Selection. Discuss the various sources of Recruitment.
10. Describe the popular methods of :
  - a) On-the-job training
  - b) Of-the-job training

## UNIT-III

11. What are fringe benefits? Classify and explain the various fringe benefits.
12. Differentiate between potential management and performance appraisal. What are the stages in performance management cycle?

## UNIT-IV

13. What do you mean by collective bargaining? Discuss the issues and strategies in collective bargaining.
14. Write a note on :
  - a) Grievance Resolution Procedure
  - b) Contemporary issues in HRM

## SECTION-C

### 15. CASE STUDY: HUMAN RESOURCE MANAGEMENT

People's needs change as their circumstances and life demands change. Therefore, Spark Ltd. implemented a Mass Career Customization (MCC) program as a way to motivate talented women and men to remain in the workforce. Rather than being stuck with the pressure of a career ladder, Spark Ltd. employees may move up, down, or across what is a career lattice, depending on their life goals. The MCC concept worked wonders for Spark Ltd. tax accountant Sachin, who was frustrated by the very long hours that cut into time with his four-years-old daughter. With support of his senior manager and two of Spark Ltd's partners, Sachin shifted gears and began telecommuting four days each week. Career customization is especially good in meeting the needs of millennial who want more

work-life balance, young parents like Sachin who want more time with children, and boomers who are easing into retirement. The key to the success to MCC arrangements is a win-win outcome of positive social exchanges. At the center of the concepts is the employee's life goal(s). What do you want most? The answer to that question is the key to Spark ltd's MCC program, as each employee's lattice is nailed together by twice-a-year evaluations that consider career targets and larger life goals. Answering that question is a key to the Spark ltd. program, and shows how the firm focuses on and appreciates its people.

**Discussion Questions :**

- a) Because of the recession, Spark ltd. (and other companies) may not be able to offer significant financial incentives to motivate employees. What kind of non-financial incentives could it offer in order to attract new talent, and to prevent current staff from defecting?
- b) How could Spark ltd. use the idea of eustress to motivate employees?

**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.**