



MBA (Fintech) II Semester Regular Examinations June 2019

**HUMAN RESOURCE MANAGEMENT**

(For students admitted in 2018 only)

Time: 3 hours

Max. Marks: 60

All questions carry equal marks

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**SECTION – A**

(Answer the following: 05 X 10 = 50 Marks)

- 1 Discuss the scope and objectives of human resource management.

**OR**

- 2 Define policies? Explain the types of human resource policies.

- 3 What are the objectives and process of human resource planning?

**OR**

- 4 Explain the steps in recruitment and selection.

- 5 What are the objectives of wage and salary administration?

**OR**

- 6 Explain the principles of wages and salary administration.

- 7 Discuss the techniques of training in detail.

**OR**

- 8 Distinguish training and development with examples.

- 9 What are the merits and demerits of outsourcing?

**OR**

- 10 Explain the principles of total quality management.

**SECTION – B**

(Compulsory question, 01 X 10 = 10 Marks)

11 **Case Study:**

The following incident took place in human resource department. There was a supervisor who had been to his passion by way of his hard work and sincerity. Previously he worked as a clerk for fifteen years. He was a strong trade unionist. After becoming supervisor, he was forced to draft away from union activities. Although he had excellent interpersonal skills, he could somehow manage to do his work satisfactorily. One fine morning, he assigned some work to the peon of the department. But the peon refused to do the same. There was exchange of heated arguments and the supervisor offensively gesticulated towards the peon.

**Questions:**

- (a) Analyze the situation.  
(b) Discuss the role of human resource manager which is supported to play in this situation.

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