



**PG – 921**

**II Semester M.B.A. Degree Examination, July 2016**  
**(CBCS)**  
**MANAGEMENT**  
**2.4 : Human Capital Management**

Time : 3 Hours

Max. Marks : 70

**Instruction :** Answer *all* the Sections.

**SECTION – A**

Answer **any five** of the following questions. **Each** question carries **5** marks. **(5×5=25)**

1. Explain the functions of HRM.
2. Distinguish between Job Analysis and Job Evaluation.
3. Discuss the importance of training in an organization.
4. What is 360° Appraisal ? Discuss.
5. Explain the grievance handling process of Indian Companies.
6. Discuss the scope of strategic HRM.
7. Explain the need and importance of PMS.

**SECTION – B**

Answer **any three** of the following questions. **Each** question carries **10** marks. **(3×10=30)**

8. Briefly explain the contemporary issues in HRM.
9. What do you mean by HRP ? Explain the factors influencing HRP.
10. Discuss the methods of Management Development Programs.
11. Explain the recent trends in Compensation Management in India.

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## SECTION – C

**Compulsory Question :****(1×15=15)****Case Study :**

One Monday morning Sanjay Nagpal, a recent recruit from a reputed management institute in Manipal walked into the sales office at Chennai as a new sales trainee. Raghavan, the Zonal Sales Manager for a large computer hardware firm was there to greet him. Raghavan's job consisted of overseeing the work of sales officers, field executives and trainee salesmen numbering over 50 of three areas namely Chennai, Bangalore, Trivendrum. The sales growth of computers, parts and other office equipment in his area was highly satisfactory, especially in recent years – thanks to the developmental initiatives taken by respective State Governments in spreading computer education in offices, schools, colleges, banks and other institutions.

Raghavan had collected several sales reports, catalogues and pamphlets describing in detail the types of office equipment sold by the company. After a pleasant chat about their backgrounds, Raghavan gave Sanjay the collected material and showed him to his assigned desk.

Thereafter Raghavan excused himself and did not return. Sanjay spent the whole day scanning the material and at 5.00 p.m. he picked up his things and went home.

**Questions :**

- 1) What do you think about Raghavan's training programme ?
- 2) What types of sales training programme would you suggest ?
- 3) What method of training would have been best under the circumstances ?  
Would you consider OJT simulation or experiential methods ?