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Register Number

Name of the Candidate:

**M.B.A. DEGREE EXAMINATION, May 2015****(HUMAN RESOURCE MANAGEMENT)****(FIRST YEAR)****120: HUMAN RESOURCE MANAGEMENT**

Time: Three hours

Maximum: 75 marks

**SECTION-A****(5×3=15)****Answer any FIVE questions**

1. What are the objectives of HRM?
2. State the need for human Resource Planning.
3. What is programmed instruction training?
4. What is promotion?
5. What is quality of work life?
6. Write short notes on Interviews.
7. What is sensitivity training?

**SECTION-B****(3×10=30)****Answer any THREE questions**

8. Examine the qualities and qualifications required for HR manager.
9. Discuss the process of Human Resource Planning.
10. Explain the internal and external sources of Recruitment.
11. What are the objectives of Job evaluation?
12. Explain the concept of management development programmes.

**SECTION-C****(1×15=15)****Answer any ONE question**

13. Classify the types of training methods in detail.
14. Describe the factors influencing of performance appraisal.
15. Evaluate the various ways available to make the quality circle effective.

**SECTION-D****(1×15=15)****[Compulsory]**

16. Case Study:

M/S modern dept stores is having a chain of stores in leading cities with its HQ at Bangalore. In Bangalore the store has 150 employees. This firm follows graphic rating scale for performance evaluation. Annual performance rating is the basis of increment, promotion, selection for training and posting to attractive positions.

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Following are the attributes which formed the Graphic rating scale.

Integrity: Dependability: Internet  
Leadership: friendliness: Hard work  
Social responsibility

A number of representations were received by the MD in regard to the subjectiveness of the present assessment system. MD interview 10 persons and all of them complained that they were denied increment because of lesser rating where as many others who are less qualified and less experienced got the increment because of better rating. On further survey it is found that nearly one third of employees are unhappy with the present rating system. At present there is no union activities but there are strong of rumours that the employees are thinking of forming a union.

Questions:

1. What are the problems you find in the present rating system of the company? Put up your suggestions for improvement.
2. Can you propose a better alternate performance evaluation system?

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