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Register Number :

6862

Name of the Candidate :

M.B.A. DEGREE EXAMINATION MAY 2014.

(HUMAN RESOURCE MANAGEMENT)

(FIRST YEAR)

120 — HUMAN RESOURCE MANAGEMENT

Time : Three hours

Maximum : 75 marks

PART A

Answer any FIVE questions.

(5 × 3 = 15)

1. Distinguish personnel management from Human resource management.
2. What are the limitations of tests?
3. What is job enlargement?
4. What are the need and importance of training?
5. What are the contents of job analysis?
6. What are purposes of promotion?
7. What is MBO?

PART B

Answer any THREE questions.

(3 × 10 = 30)

8. Describe the functions of Human resource management.
9. List out the various sources of recruitment.
10. Explain the methods of job evaluation.
11. Explain the causes of indiscipline.
12. Explain the traditional methods of performance appraisal.

PART C**Answer any ONE question.****(1 × 15 = 15)**

13. Discuss the steps involved in selection process.
14. Explain the various techniques of training.
15. Explain the factors influencing wage and salary administration.

PART D**(Compulsory)****(1 × 15 = 15)**

16. The bank is a multinational bank. Some years ago, the women staff charged that they are not given a chance of promotion as a bank officer. So the bank developed a training program to prepare themselves for the executive posts. Women with five years experience with or without a degree or senior grade clerical staff with 12 years experience were eligible to apply. They also offered Rs.3,500 as incentive, to anybody who successfully completes the program. The program consisted of management subjects and on the job training. Most of the women worked hard to come up I and succeeded too.

When the second group of trainees came out, the head office was shifted to America, with the understanding that most of the executive positions be filled by Americans. As a result of the program, a surplus of qualified women are available through out the bank. If the 65 started, 25 finished and they felt that they worked hard, so that they would get promotion. Most of them are in the age group 25 to 45, had been clerical employees, but want their promotion not far away from their family.

Question :

Develop an action plan for handling the trained and qualified staff.