

(DBUS24(NR))

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M.B.A. DEGREE EXAMINATION, MAY – 2018**Second Year****HUMAN RESOURCE MANAGEMENT****Time : 3 Hours****Maximum Marks :70****SECTION - A****Answer any three questions.****(3 × 5 = 15)**

- Q1)** a) Job design
b) Performance appraisal
c) Knowledge based pay
d) Rowan premium plan
e) B.A.R.S.
f) Simulation

SECTION - B**Answer any three questions.****(3 × 15 = 45)**

- Q2)** Write a detailed note on personal management environment in India.
- Q3)** Explain the process of job analysis.
- Q4)** Describe how does motivation effect productivity.
- Q5)** Discuss in detail the laws and rules governing employee benefits and welfare.
- Q6)** Elaborate the principles of compensation.
- Q7)** Discuss the approaches of industrial relations.

(DBUS24(NR))**SECTION - C**
(Compulsory)**(10)****Q8)** Case study:

A New York firm recently decided to install word processing equipment in order to increase electrical productivity. The new centralized center was staffed with six secretaries who learned to operate the processors from books and audio visual aids. The word processor manufacturer stated that the new generation of equipments is so much easier to use that companies can take someone with typing skills off the street and put them into word processing with a minimum of training.

One year after the installation of the new center, the output averaged only 370 lines a day from each operator. This is less than most people achieve hunting and pecking on a manual typewriter. In addition five of the original operators have resigned. One Division manager, who had lost his secretary to the new centre, stated, "just as in the case of introducing the computer, unless there is proper planning and training people will use word processors like very expensive typewriters. The tension between the operators in the center and the divisions served was great, the operators were miserable because they were being deluged with more work than they could handle, and division managers were unhappy because their work was not being done as quickly and as well as before.

Questions:

- c) What do you think went wrong here?
- d) Is this a training problem? An organizational problem? Why?
- e) What suggestions would you make to increase the productivity of the word processing center in meeting the requirements of the divisional executives.

