

Code: 14E00201

MBA II Semester Regular & Supplementary Examinations May 2016

HUMAN RESOURCE MANAGEMENT

(For students admitted in 2014 and 2015 only)

Time: 3 hours

Max. Marks: 60

All questions carry equal marks

SECTION – A

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

1 Explain functions and objectives of HRM. How can objectives be achieved?

OR

2 Define HRM. In what ways can effective HRM contribute to profits?

3 Define human resource planning. Outline the process involved in HRP.

OR

4 Describe the advantages and disadvantages of internal and external sources of recruitment.

5 How effective compensation management does help an organization to achieve its strategic objectives?

OR

6 Why are pay for performance systems growing in importance?

7 List the various method of performance appraisal.

OR

8 Define career. Explain the process of career planning.

9 Write short notes on: (i) Total quality management. (ii) Kaizen.

OR

10 What is productivity? How HRM influence productivity?

SECTION – B

(Compulsory Question)

01 X 10 = 10 Marks

11 **Case study:**

Rajat Sharma has been employed for six months in the accounting section of a large manufacturing company in Faridabad. You have been his supervisor for the past three months. Recently you have been asked by the management to find out the contributions of each employee in the account sections and monitor carefully whether they are meeting the standards set by you.

A few days back you have completed your formal investigation and with the exception of Rajat, all to be meeting the targets set by you. Along with numerous errors, Rajat's works is characterized by low performance often he does 20% less than the other clerks in the department.

As you look into Rajat's performance review sheets again, you begin to wonder whether some sort of remedial training is needed for people like him.

Questions:

- (a) As Rajat's supervisor, can you find out whether the poor performance is due to poor training or to some other cause?
- (b) If you find Rajat has been inadequately trained, how do you go about introducing a remedial training programme?