

CBCS Scheme

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BANGALORE - 560 037

16/17MBA21

Second Semester MBA Degree Examination, June/July 2018 Human Resource Management

Time: 3 hrs.

Max. Marks:80

**Note: 1. Answer any Four full questions from Q.No. 1 to Q.No. 7.
2. Question No. 8 is compulsory.**

- 1 a. What do you mean by Employee Referrals? (02 Marks)
b. Outline the steps involved in Human Resource planning Process. (06 Marks)
c. Discuss the scope and importance of HRM. (08 Marks)
- 2 a. Differentiate between Job description and Job specification. (02 Marks)
b. Describe in detail the 360 – Degree feedback system. (06 Marks)
c. Describe briefly the various methods of recruitment. (08 Marks)
- 3 a. What do you mean by Application blank? (02 Marks)
b. Briefly explain the various selection tests. (06 Marks)
c. What is Promotion? Explain the merits and demerits of seniority and merit as the basis of promoting employees. (08 Marks)
- 4 a. What are the causes of employee grievances? (02 Marks)
b. Explain the different types of training. (06 Marks)
c. What is Transfer? What are the purpose and benefits of transfer? (08 Marks)
- 5 a. Explain the term Red Hot Stove rule. (02 Marks)
b. What is Job Analysis? Describe the methods of collecting job analysis data. (06 Marks)
c. Briefly explain the different methods of performance appraisal. (08 Marks)
- 6 a. What is Outplacement? (02 Marks)
b. Briefly explain the different job evaluation methods. (06 Marks)
c. What is an Interview? Briefly explain different stages in a typical employment interview. (08 Marks)
- 7 a. List out the problems involved in performance appraisal. (02 Marks)
b. Explain the statutory provisions relating to Labour Welfare in India. (06 Marks)
c. Discuss the model grievance procedure that is applicable in India. What are the essential pre – requisites of a grievance procedures? (08 Marks)

8 CASE STUDY :

When ATL company moved one of their divisions to Bangalore, the branch manager in Mumbai decided to transfer those employees who did not wish to go to Bangalore to other local divisions. Ten of the thirty chose to stay and be transferred to another division. Priya was one of those. She was assigned to the computer moving – head division.

When Priya reported to the new job, Mr. Kumar her new supervisor told her he did not know whether or not he would have a permanent position for her. For three days Priya sat and watched other employees do their work. On Friday, Kumar announced that their division had received another big contract and he would brief Priya on her new assignment on Monday. Priya arrived at 9 am Monday morning and waited but Kumar did not arrive until 10.30 am. Later he could not meet Priya and at 1.30 pm he returned to show Priya the operation, "We are reworking model 10- D and it only requires changing two spot welds". Kumar added, "By the way, you will be the quality control supervisor on this job. Just double check these six spots on the blue print". He did not write on the blue prints or mark the areas in any way. Priya was given no idea how important the checks might be.

"Please – watch me", said Kumar to Priya, taking up the welding torch. "Any one can do it easily". He repeated the operation five or six times. Priya tried it and experienced no difficulty. Neither of them checked their reworked pieces with the blue print to see if they would pass the quality control check and as a result, Priya never checked any pieces after that demonstration. Kumar did not see Priya again until Friday.

During the week several things happened. More than half the motors did not work correctly by the time they reached the final assembly. It could not be determined whether the faulty motors were the result of Priya's work or the result of a lack of quality checks. A box of 20 parts had been approved by Priya since her initials were on the inspection card, but she had not made the necessary alterations. That was when Kumar found time to talk to Priya again.

Questions :

- a. What incidents showed that Kumar was not performing a good job as a trainer? (08 Marks)
- b. How do you think Priya feels about Kumar and about her new job? (04 Marks)
- c. If you were Kumar, what would you have done to improve Priya's performance? (04 Marks)
