

# CBCS SCHEME

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18MBA21

## Second Semester MBA Degree Examination, Dec.2019/Jan.2020 Human Resource Management

Time: 3 hrs.

Max. Marks:100

Note: 1. Answer any **FOUR** full questions from Q1 to Q7.  
2. Question No.8 is compulsory.

- 1 a. Define promotion. (03 Marks)  
b. Explain major functions of HRM. (07 Marks)  
c. Discuss on-the-job and off-the-job training methods. (10 Marks)
- 2 a. Define Human Resource Management. (03 Marks)  
b. Explain process of selection. (07 Marks)  
c. Discuss contents of job description and job specification. (10 Marks)
- 3 a. What do you mean by job evaluation? (03 Marks)  
b. Explain grievance management in India. (07 Marks)  
c. Explain different types of employee separation. (10 Marks)
- 4 a. State the need of internal mobility in organization. (03 Marks)  
b. Explain methods of collecting job analysis data. (07 Marks)  
c. State and explain types of welfare facilities. (10 Marks)
- 5 a. State the purposes of conducting induction. (03 Marks)  
b. Explain systematic approach to training. (07 Marks)  
c. Explain how difficult employees are managed. (10 Marks)
- 6 a. What is role analysis? (03 Marks)  
b. State and explain approaches to recruitment. (07 Marks)  
c. Explain the process of performance appraisal. (10 Marks)
- 7 a. State different approaches to manage discipline. (03 Marks)  
b. State and explain compensation pay structure in India. (07 Marks)  
c. Explain the objectives and importance of HRP. (10 Marks)

Important Note : 1. On completing your answers, compulsorily draw diagonal cross lines on the remaining blank pages.  
2. Any revealing of identification, appeal to evaluator and/or equations written eg. 42+8 = 50, will be treated as malpractice.

## 8 Case Study :

Mr. Roy has served in five star hotels in Delhi and Hyderabad wants to make his hotel the number one hotel in Chennai. The staff and employees of this hotel are recruited locally. Since most of them do not have experience working in five star hotels, they do not have the attitudes and skills to deal with the hotel's customers. The supervisory staffs are well-qualified and have undergone an intensive training in five star hotels in Delhi. The assistants in the front office, lobby, restaurant, and kitchen did not have any formal training and the supervisory staff found it difficult to give suitable instructions. The employees and staff did not rise to the expectations of the business customers. Lately, there has been increasing number of complaints about cleanliness, housekeeping, room service at restaurants. Mr. Roy called a number of meetings with departmental heads and supervisory staff. They strongly recommended a formal training programme for staff and employees of the hotel. Hence it was agreed that suitable training to be given to staff and employees. However the problem was that the supervisory staff do not wish to relieve the staff during working hours and the staff are not willing to attend the training after the working hours.

You have been appointed as management consultant and have been asked to give a comprehensive training plan for the employees giving the needs, duration of the training, contents, methodology, resource persons and a formal appraisal method to evaluate the effectiveness of the training programme.

## Questions :

- a. How will you make a comprehensive training plan for all the staff who need to be given training? (05 Marks)
- b. What would be the contents of the training programme? (05 Marks)
- c. How will you assess the training needs? (05 Marks)
- d. How will you motivate the staff for attending the training programme. (05 Marks)

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