

Roll No. 

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|

Total No. of Pages : 02

Total No. of Questions : 15

**MBA / MBA(IB) (2012 & Onward) (Sem.-2)**

**HUMAN RESOURCE MANAGEMENT**

**Subject Code : MBA-203**

**Paper ID : [C0248]**

**Time : 3 Hrs.**

**Max. Marks : 60**

**INSTRUCTION TO CANDIDATES :**

1. **SECTION-A** contains **SIX** questions carrying **FIVE** marks each and students has to attempt any **FOUR** questions.
2. **SECTIONS-B** consists of **FOUR** Subsections : Units-I, II, III & IV. Each Subsection contains **TWO** questions each carrying **EIGHT** marks each and student has to attempt any **ONE** question from each Subsection.
3. **SECTION-C** is **COMPULSORY** and consist of **ONE CASE STUDY** carrying **EIGHT** marks.

**SECTION-A**

1. Define the term job analysis and distinguish between job description and job specification.
2. Differentiate between training and development. Explain the process of identifying training needs.
3. Explain the term potential appraisal. What are the barriers in effective appraisal process?
4. Explain the factors which influence the wages and salary administration.
5. State the meaning of collective bargaining. What are its objectives in maintaining healthy industrial relations?
6. How is the purpose of participative management achieved through quality circles?

**SECTION -B**

**UNIT-I**

7. Discuss the managerial and operative functions of HRM.
8. Discuss the process and importance of human resource planning.

## **UNIT-II**

9. Differentiate between recruitment and selection. Explain the selection process.
10. Explain the stages of career planning process.

## **UNIT-III**

11. Critically evaluate any five performance appraisal methods.
12. Explain the concept of quality of work life. Also mention some of the techniques for improving quality of work life.

## **UNIT-IV**

13. Discuss the recent trends in industrial relations in India.
14. Discuss the model grievance handling procedure.

## **SECTION- C**

### **15. Case Study :**

#### **THE RIGHT MIX OF PEOPLE**

Mr. Sharma has a small business set up employing 100 workers. Now he is planning to further expand his workforce. He discusses the situation with the new human resource manager of the organisation. He expresses his interest to have a mix of old people who have a better understanding of the running processes and new joiner who are more tech savvy and hold professional degrees.

#### **Question :**

Assuming that you are a human resource manager, what would you suggest Mr. Sharma so that he is able to manage his human resource efficiently?