

**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. Differentiate between HRM and HRD.
2. Differentiate between Job Description and Job Specification.
3. Discuss the different methods of recruitment.
4. Differentiate between Performance Appraisal and Potential Appraisal.
5. Differentiate between Compensation and Wages Management.
6. Differentiate between Quality of Work Life and Quality Circles.

## SECTION-B

## UNIT-I

7. What do you mean by Human Resource Management? Explain the transformation of HRM into a management function.
8. Outline the steps involved in the Human Resource Planning Process in detail.

## UNIT-II

9. Discuss the selection process and methods in detail.
10. Differentiate between Training and Development. Explain various methods and approaches to training.

### UNIT-III

11. Contrast the traditional methods of Performance appraisal with the modern methods and explain their relative importance.
12. Write short notes on the concepts of a) Competency Mapping b) Job Stress

### UNIT-IV

13. Explain the meaning and perspectives of Industrial Relations in India in the present day context.
14. Define Collective Bargaining. What are the various methods for the determination of a collective Bargaining agent?

### SECTION-C

#### 15. Case study

Rudely shaken, Shekhar came home in the evening. He was not in a mood to talk to his wife. Bolted inside, he sat in his room and brooded over his experience with a company he loved most.

Shekhar an MBA and an ICWA, joined the finance department of a Bangalore-based electric company (Unit 1), which boasts of an annual turnover of Rs. 400 Crores. He is smart, intelligent but conscientious. He introduced several new systems in record keeping and was responsible for cost reduction in several areas. Being a loner, Shekhar developed few friends in and outside the organization. He also missed promotions four times though richly deserved them.

G.M. Finance saw to it that Shekhar was shifted to Unit 2 where he was posted in purchasing. Though Purchasing was not his cup of tea, Shekhar went into it and streamlined the purchasing function by introducing new systems. Being honest himself, Shekhar ensured that nobody else made money through questionable means.

After two years in purchasing he was shifted to stores. From Finance to purchasing and then to stores was too much for Shekhar to swallow. He burst out before the unit head and was unable to control his anger. Shekhar put his papers too. The unit head was amazed at this development but did nothing to console Shekhar. He forwarded the papers to the V.P. Finance, Unit 1. The V.P. Finance called in Shekhar, heard him for couple of hours, advised him not to lose heart, assured him that his interests would be taken care of and requested him to resume duties in purchasing in Unit 2. Shekhar was also assured that no action would be taken on the papers he had put in.

Six months passed by. Then came the time to effect promotions. The list of promoters was announced and to his dismay, Shekhar found his name missing. Angered, He met the unit head who told Shekhar that he could collect his dues and pack off to his house for good. It was great betrayal for Shekhar.

#### Question :

What should Shekhar do?