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Total No. of Questions: 10 **Total No. of Pages: 02**

MBA/MBA (IB) (Sem. 2)
HUMAN RESOURCE MANAGEMENT
Subject Code: MBA-203
Paper ID: C0248

Time: 3 Hrs. **Max. Marks: 60**

INSTRUCTIONS TO CANDIDATES:

1. **Section A is contains SIX questions carrying FIVE marks each and students have to attempt any FOUR questions.**
2. **Section B contains EIGHT questions carrying EIGHT marks each and students have to attempt ONE question from each UNIT.**
3. **Section C is COMPULSORY carrying EIGHT marks.**

SECTION A

1.

a. Differentiate between job description and job specification.

b. Explain any two methods of recruitment.

c. Differentiate between potential management and performance appraisal?

d. What do you mean by employee welfare?

e. What are the objectives of collective bargaining?

f. Discuss the participative management

SECTION B

UNIT 1

2. What is human resource management? Discuss nature and scope of HRM.

3. What are factors affecting the human resource planning? State the benefits of human resource planning in organizations.

UNIT 2

4. What do you mean by selection process? Explain psychological tests used in selection in industries.

5. What do you mean by Training and Development? Discuss the issues and concerns in Training and Development.

UNIT 3

6. What are the various tradition and modem Performance management tools? Explain in detail about the BARS.

7. Discuss the relevance of Quality of Work-Life and recent trends affecting the quality of Work-Life of Employees.

UNIT 4

8. What are Quality circles? Discuss the Structure and functions of Quality circles.

9. Write a note on:

a) HR Audit b) Issues in collective Bargaining

SECTION C

10. CASE STUDY: HUMAN RESOURCE MANAGEMENT

Cologne Ltd. is a large consumer products company. The incumbent CEO of the company left and Mr. Chatterzi, who was second in command to the CEO, took over as CEO of the company. Mr. Talwar is a senior executive in the company and has his own views. He has after all been in the business for a decade and a half and he thinks he knows how to tackle the slump the industry is going through. He did not wasted time and talked to the new CEO and told him what he thought needed to be done in the company. The CEO heard him out and suggested that he give him some time to learn the ropes. Eventually when he did lay out his plant, Mr. Talwar was shocked to see all his suggestions completely ignored. When he asked the CEO about this, he responded cryptically that he wanted a team that supported him completely and hinted that Mr. Talwar leave the company if he was unhappy. He actually ventured far enough to offer his assistance in finding a new job for Talwar. Mr. Talwar was shocked. He did not understand What to do. One option was not to take it personally. It was probably just a mismatch between his and the CEO's style of functioning. The other option was to gracefully bow out while he still retains the goodwill of the organization and colleagues. He should start exploring opportunities elsewhere and take up the offer that suits him the best. He is still undecided between these two options.

Discussion Questions:

a) Do you think the CEO bas decided that Talwar does not fit into his team and that is why he has asked him to quit?

b) Which option should Mr. Talwar follows, in your opinion?