

MBA II Semester Supplementary Examinations December/January 2015/2016

HUMAN RESOURCE MANAGEMENT

(For students admitted in 2014 only)

Time: 3 hours

Max. Marks: 60

All questions carry equal marks

SECTION – A

Answer the following: (05 X 10 = 50 Marks)

- 1 What are functions of HRM? Explain principles of each of these functions.
OR
- 2 Explain stages of evolution and growth of personnel management.
- 3 Describe steps in the human resource planning process.
OR
- 4 Critically evaluate various sources and methods of recruitment.
- 5 Give an account of factors that influence the pay levels and structures of employees.
OR
- 6 Bring out the distinguishing features of different incentive methods of pay for non-executive employees.
- 7 Discuss various training methods.
OR
- 8 Narrate MBO and 360° employee appraisal methods.
- 9 How do you measure labour productivity? Suggest measures to improve it.
OR
- 10 What are merits and demerits of outsourcing?

SECTION – B

(Compulsory Question)

01 X 10 = 10 Marks

- 11 **Case study:**
As a recent post graduate person who keeps up with the business press, Prasad is familiar with the benefits of programs such as quality circles and TQM.
Anand has actually installed a total quality program of sorts at carter cleaning company and it has been in place for about five years. Anand conducts employee meetings periodically, but particularly when there is a serious problem in a store-such as very poor-quality work or too many breakdowns - he contacts all the employees in that store and meet them as soon as the store closes. Hourly employees get extra pay for these meetings, and they actually have been fairly useful in helping Anand to identify several problems. Prasad is now curious as to whether these employee meetings be formalized and perhaps a formal quality circle program initiated.
Questions:
(a) Would you recommend a quality circle program to Prasad?
(b) Given what you know about the supervision of stores, would you recommend a management by objectives program for stores managers? Why or why not?
(c) Are new work arrangements such as flexi time or five-day work weeks practical at carter? Why?
