

Code: 14E00201

MBA II Semester Supplementary Examinations December/January 2017/2018

HUMAN RESOURCE MANAGEMENT

(For students admitted in 2014, 2015 & 2016 only)

Time: 3 hours

Max. Marks: 60

SECTION – A

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

- 1 Define HRM and discuss its nature and scope.
OR
- 2 Describe the various models of SHRM.
- 3 Explain the different steps in Job analysis.
OR
- 4 What is Human Resource Planning? Explain the meaning and nature of HR planning.
- 5 Discuss the factors influencing wage and salary structure. Throw light on the principles of wage and salary administration.
OR
- 6 Explain the importance of the theory of wages. State the difference between blue, white and pink colour employees.
- 7 What are the issues with on-the-job training? What are the best types of training?
OR
- 8 HRD is really only another term for training critically discuss.
- 9 Briefly explain the obstacles associated with TQM implementation.
OR
- 10 Discuss five possible actions that could be taken to ensure success in outsourcing contracts.

SECTION – B

(Compulsory question, 01 X 10 = 10 Marks)

11 Case Study:

Johnson, age 25, has been advertising department as a copy creator for three years. His job is to design advertisements for use in TV's and Cinema theaters. He must closely with the girls in the art department, with the members of the sales department and with Vice President, sales and promotion, who is in-charge of the whole division. Johnson is an extremely enthusiastic worker with many good ideas. But he is considerable trouble in dealing with people. He is too impatient with the girls in the art department and constantly chasing them to finish his own work in time. He makes it perfectly clear that his ideas are always best while dealing with the people in the sales department. When the Vice President was thinking loud during a conference, Johnson cut short the speech of the Vice President by an aggressive answer. It was a good answer and the Vice president did not mind, but some of other people thought that Johnson had behaved badly. As a manager you are concerned about the animosity he is creating in your department. As per the company policy, each employee has to undergo an evaluation interview every six months. There are no performance evaluation forms.

Questions:

- (a) What should your strategy be in handling evaluation interview with Johnson?
- (b) What remedial measures do you suggest to tackle the situation?
