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P.E.S. College of Engineering, Mandya - 571 401

(An Autonomous Institution affiliated to VTU, Belagavi)

Second Semester, Master of Business Administration (MBA)

Semester End Examination; June - 2017

Human Resource Management

Time: 3 hrs

Max. Marks: 100

Note: Answer all **FOUR** full questions from **PART - A** and **PART - B** (Case study) is compulsory.

PART - A

- 1 a. Define HRM. State the objectives of HRM in modern times. 10
 b. Discuss the functions of HRM. 10

OR

- 2 a. Discuss the different factors influencing HRM. 10
 b. Discuss the steps in conducting a Job analysis. What are the uses of Job analysis in an organization? 10

- 3 a. What is HRP? What factors affecting for effective HRP? 10
 b. Define recruitment. Explain the various sources of recruitment. 10

OR

- 4 a. Explain the selection procedure in detail. 10
 b. What do you understand by the term performance management? Explain 360 performance appraisal methods in detail. 10

- 5 a. Write a brief note on different types of interviews. 10
 b. Discuss the significance of HRM. 10

OR

- 6 a. Explain the various types of training methods. 10
 b. Discuss the different types of internal mobility. 10

- 7 a. What is compensation? What are the components of a compensation system? 10
 b. Explain the classification of welfare facilities in detail. 10

OR

- 8 a. Who is Labour Welfare Officer? What are the duties and responsibilities of a LWO? 10
 b. What are the essential characteristics of an effective appraisal system? 10

Contd...2

PART - B (Compulsory)**9. Case Study :**

Insurance and investment company STAR financial insurance is outsourcing a piece of the rock to city insurance. The HR of outsources will take over STAR's HR systems and administrative functions in a deal worth \$800 million over ten years. The deal calls for center's CITY to handle all state payroll, HR call center's management and information system and support, employee data. Staffing and record's management for STAR 10,000 employees. CITY also will be responsible for the companies accounts payable transactions executives at STAR which payable transactions executives at STAR which include STAR insurance co. and other companies declined to comment on the deal.

CITY chairman and CEO Jim told investors on a conference call that STAR in New Jersey, decided to outsource in HR functions after noting CITY's 10 years, \$1.1 Billion outsourcing contract with one of the top banks in 2005 and its ability to support STAR's people soft human resource system. Although STAR didn't say how much money it expects to save over the duration of the contract. Jim says, the insurer anticipants being able to create more efficiently and focus on strategies HR functions such as providing employee self service HR processes.

More companies returning to self applications as a way to empower customer and employees and cut down on administrative costs. Xylon Corp., a \$20 Billion insurance company in philadelphia, partnered with their group, to provide personalised portals designed to let Xylon's 16 million customers better track claim status, benefit services and other aspect of their health and retirement plans.

Its no surprise that companies are outsourcing functions as a ways to save money and focus on core business says David, a Principal at management consultant firm Tower perris. He says businesses are 'buying expertise and the ability to work effectively' when they decide to outsource.

- i) Briefly analyse the case.
- ii) What are implications of outsourcing HR functions?
- iii) What do you think STAR should worry about most?
- iv) How can STAR make certain that internal forces of change are effectively managed?

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