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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; May / June - 2019

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. Explain the objectives of HRM. 10
 b. Identify the roles and responsibilities of HR manager. 10

OR

- 2 a. Identify the differences between Personnel management and HRM. 10
 b. Explain the functions of HRM. 10
 3 a. Examine the importance of HRP. 10
 b. Explain the steps in conducting job analysis. 10

OR

- 4 a. Distinguish between Job description and Job specification. 10
 b. Explain the sources of recruitment in an organization. 10
 5 a. Explain the steps involved in selection process. 10
 b. Briefly discuss the different methods of performance appraisal. 10

OR

- 6 a. How do you evaluate a training program? Explain. 10
 b. Explain the process of internal mobility. What are the different types of internal mobility? 10
 7 a. Briefly explain the HRD functions. 10
 b. Discuss the factors influencing the compensation levels. 10

OR

- 8 a. State and explain the statutory and non-statutory welfare measures. 10
 b. Discuss the objectives of Industrial relations. 10

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PART - B (Case Study – Compulsory)

9. In a company called Agro product Ltd., the following incident took place in the HR dept. There was a supervisor who had risen to his position by way of his hard work and sincerity. In his good old days, when he worked as a clerk in this company for fifteen years, before becoming a supervisor, he had been a staunch active and dynamic unionist.

After becoming a supervisor, in response to change in his responsibility, he was forced to drift away from union activities. However, it must be noted here, that his being promoted to a supervisory job was not a buy off. He was promoted because he really deserved that but the union leaders for reasons best known to them didn't like the clerk promotion to the supervisor post.

Although with excellent inter-personal skills that the supervisor had, he could somehow manage to do his work satisfactorily. On one fine morning, he assigned some work to the peon of the department, but the peon refused to do the same, there was exchange of heated arguments a lot of people gathered around and at a catch point of time; the supervisor openly gesticulated towards the peon, the basic issue remained aside and everyone around started accusing the supervisor for apologized for this behavior and the trade union was also brought into the picture.

Questions:

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|---|---|
| a. Analyze the situation. What are the major issues? | 5 |
| b. What was the reason for the issue? | 5 |
| c. Discuss the role, the personnel manager is supposed to play in this situation. | 5 |
| d. If you were the personnel manager, how could you resolve the problem? | 5 |

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