



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; August - 2023

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.

Q. No.	Questions	Marks	BLs	COs
PART - A				
1 a.	Define HRM. State the objectives of HRM in modern times.	10	L2	CO2
b.	Discuss the functions of HRM.	10	L4	CO3
OR				
2 a.	Discuss the different factors influencing HRM.	10	L4	CO3
b.	Discuss the steps in conducting a job analysis. What are the uses of job analysis in an organization?	10	L2	CO4
3 a.	What is HRP? What factors affecting for effective HRP?	10	L1	CO3
b.	Define Recruitment. Explain the various sources of recruitment.	10	L1	CO1
OR				
4 a.	Explain the selection procedure in detail.	10	L4	CO3
b.	What do you understand by the term performance management? Explain 360° performance appraisal methods in detail.	10	L4	CO4
5 a.	Write a brief note on different types of interviews.	10	L6	CO3
b.	Discuss the scope / significance of HRM.	10	L5	CO4
OR				
6 a.	Explain the various types of training methods.	10	L2	CO2
b.	Discuss the different types of internal mobility.	10	L3	CO1
7 a.	What is compensation? What are the components of a compensation system?	10	L2	CO2
b.	Explain the classification of welfare facilities in details.	10	L5	CO5
OR				
8 a.	Who is a Labour Welfare Officer? What are the duties and responsibilities of LWO?	10	L3	CO3
b.	What are the essential characteristics of an effective appraisal system?	10	L5	CO4
PART - B (Case Study Compulsory)				
9.	Insurance and investment company star financial Inc is outsourcing a piece of the rock to city in 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 call for city to handle all state pay roll, HR call centre’s management and information system and support, employee data, staffing and records management for STAR’s 30,000 employees. City also will be responsible for the companies account payable Transaction’s Executives of STAR which include STAR insurance co and other companies, declined to comment on the deal city chairman and CEO Tim Todd investors on a conference call that STAR in New Jersey, decided to outsource its 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 resources system. Although STAR don’t say. How much money it expects to save other. The duration of the contract TIM says the insurer anticipates being able to create more efficiently and focus on strategies HR functions such as providing employees self services HR process.

More companies are turning to self service applications as a way to empower customers and employees and cut down on administrative costs Xylon Corp. a \$ 20 billion insurance company in Philadelphia, partnered with theta group, to provide personalized portals designed to let Xylon’s 16 million customers better track claim status, benefit services and other aspects of their health and retirement plans.

It’s no surprise that companies are outsourcing functions as a way to save money and focus on core business says David, a Principal at management Consultant firm Jomer perin. He says businessmen are buying expertise and the ability to work effectively when they decide to outsource.

Questions:

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| a. Briefly analyse the case. | 5 | L3 | CO3 |
| b. What are the implications of outsourcing HR functions? | 5 | L4 | CO4 |
| c. What do you think STAR should worry about most? | 5 | L3 | CO3 |
| d. How can STAR make certain that internal forces of change are effectively managed? | 5 | L4 | CO4 |

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