



# 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; October - 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	POs
<b>PART - A</b>					
1 a.	What is meant by HRM? Explain the objectives of HRM.	10	L2	CO1	PO2
b.	Enumerate the features of HRM.	10	L3	CO1	PO1
<b>OR</b>					
2 a.	Discuss the role of HR manager.	10	L1	CO1	PO1
b.	Describe the opportunities and challenge faced in HRM.	10	L2	CO1	PO2
3 a.	What is meant by HR planning? Explain the factors affecting HRP.	10	L2	CO2	PO1
b.	Discuss the Human Resource Planning Process in detail.	10	L3	CO2	PO1
<b>OR</b>					
4 a.	Elaborate the contemporary issues faced while designing a job design.	10	L2	CO2	PO2
b.	What is meant by job analysis? Explain the steps involved in job analysis process.	10	L1	CO2	PO1
5 a.	What is meant by recruitment? Explain the sources of recruitment in detail.	10	L3	CO3	PO1
b.	What is meant by selection? Explain the selection process in detail.	10	L2	CO3	PO1
<b>OR</b>					
6 a.	Discuss the different types of test in selection process, explain in detail.	10	L2	CO3	PO2
b.	Explain 360-degree performance appraisal process with suitable example.	10	L3	CO3	PO2
7 a.	What is meant by training? Explain the benefits of training in detail.	10	L4	CO4	PO5
b.	Discuss the different methods of training with suitable illustration.	10	L3	CO4	PO2
<b>OR</b>					
8 a.	What is meant by compensation? Explain the factors influencing the compensation.	10	L3	CO4	PO5
b.	Discuss in detail the various wage and salary administration present in an organization.	10	L4	CO4	PO

**PART - B (Case Study is Compulsory)**

9. Mr. Roy has served in five star hotels in Delhi and Hyderabad wants to make his hotel the number one in Chennai. The staff and employee of this hotel are recruited locally. Since most of them do not have experience working in five star hotels, they do not have attitude and skills to deal with the hotel's customer. The supervisor staffs are well qualified and have undergone an intensive training in five star hotels in DELHI. The assistants in the front office, lobby, restaurant, and the kitchen did not have formal training and the supervisor staff found it difficult to give suitable instructions. The employees and staff did not rise to the expectations of the business customers. Lately, there has been increasing number of complaints about cleanliness, housekeeping, and room service at restaurants. Mr. Roy called a number of meetings with departmental head and supervisory staff. They strongly recommended a formal training programme for staff and employees of the hotel. Hence it was agreed that suitable training to be given to staff and employees. However the problem was the supervisory staff do not wish to relieve the staff during working hours and the staffs are not willing to attend the training after working hours.

You have been appointed as management consultant and have been asked to give a comprehensive training plan for the employees giving the needs, duration of the training, contents, methodology, resource person and a formal appraisal method to evaluate the effectiveness of the training programme.

**Questions:**

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|--|---|----|-----|-----|
| a. How will you make a comprehensive training plan for all the staff which needs to be given training? | 5 | L4 | CO4 | PO5 |
| b. What would be content of the training programme?  | 5 | L3 | CO3 | PO2 |
| c. How you will access training needs?   | 5 | L2 | CO3 | PO1 |
| d. How will you motivate the staff for attending the training programme?                               | 5 | L3 | CO4 | PO2 |

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