

(Following Paper ID and Roll No. to be filled in your Answer Book)

PAPER ID : 7147

Roll No.

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M.B.A.

(SEMESTER-II) THEORY EXAMINATION, 2011-12

MANAGING HUMAN RESOURCES

Time : 3 Hours]

[Total Marks : 100

Note : Attempt questions from **all** Sections as directed.

Section – A

1. Answer all **ten** questions. **All** questions carry equal marks. **10 × 2 = 20**
- Differentiate Human Resource Management and Personnel Management.
 - Define Human Resource Development.
 - Differentiate Job Description with Job Specification.
 - What is 360 degree Performance Appraisal ?
 - What are fringe benefits ?
 - Explain one Grievance Handling Technique.
 - What is Fair Wage ?
 - Explain Voluntary Retirement Scheme.
 - What is Application Blank in selection ?
 - Explain merits of Campus as an External source of Recruitment.

Section – B

2. Answer any **three** of the following questions : **3 × 10 = 30**
- Discuss the stages of evolution of Human Resource Management in Indian Corporate. Also differentiate Human Resource Management with Human Resource Development.
 - Explain the concept of Human Resource Information System (HRIS) with suitable illustration.
 - How important do you think Training and Development is in boosting morale and building confidence of the workmen ? Also discuss an important method of such development program.

- (d) What do you mean by an Incentive System ? What are the prerequisites of an effective Incentive system ?
- (e) Why is promotion necessary in a career life cycle of an employee ? Explain the popular criteria for promotions in the operations department of a service organization.

Section – C

Answer following questions :

5 × 10 = 50

3. "The role of HR Manager is only in the hours of crisis." Comment in light of the roles and functions of HR Manager.

OR

"Modern Human Resource Management is Strategic Human Resource Management." Critically comment. Also differentiate the two and bring forth the relevant points based on which both can be differentiated.

4. "Planning the manpower is the first stage where the Human Resource Management starts from." Explain the techniques used in Manpower Planning.

OR

Selecting an employee is extremely crucial issue and requires utmost care. Design a selection procedure for a bank for the profile of business development.

5. What do you mean by compensation management ? Explain the essential components of pay structure in India.

OR

"It is difficult to retain excellent employee than to hire." What are the techniques and practices that a software company may adopt to retain the best performing employees ?

6. "Industrial Relations is a critical topic which requires thorough knowledge and exposure of legal framework of Indian Industrial System." Comment in reference to the essentials of proper functioning of Incharge of Industrial Relations affairs in a manufacturing establishment. Would you recommend the person given the responsibility should be law graduate also ?

OR

Explain the grievance handling procedures made mandatory by the Government in corporate. Also design a employee grievance handling mechanism for a steel company.

7. Write short notes on any **two** of the following :

- (i) Internal Source of Recruitment
- (ii) Management Development Programs
- (iii) Environmental Scanning in Strategic Human Resource Management
- (iv) Performance Appraisal System