

MBA 08 R

M.B.A. DEGREE EXAMINATION, JUNE 2013.

Second Semester

General, Finance, Marketing, HRM, IB, RM, Tourism

Paper VIII — HUMAN RESOURCES MANAGEMENT

(2012-2013 Batch onwards)

Time : Three hours

Maximum : 100 marks

SECTION A — (5 × 6 = 30 marks)

Answer any FIVE questions.

1. What are the Qualities of a Human Resource Manager'?
2. What are the various Techniques of Recruitment?
3. What are the criteria of Performance Appraisal?
4. Describe the stages involved in carrier development cycle.
5. What is motivation? Discuss the different methods of motivation.
6. What are the training and development facilities in India?

7. Define job evaluation. What are the steps involved in evaluating a job?

8. What is stress? Explain the personal and organizational factors that cause stress.

SECTION B — (5 × 10 = 50 marks)

Answer any FIVE questions.

9. Define motivation. Explain Maslow's theory need hierarchy theory.
10. What is morale? How does it differ from job satisfaction? How are both related to productivity?
11. What are the sources of manpower supply for an industrial organization in India? Explain with reference to statutory provision for compulsory notification of vacancies?
12. What are the principles and methods of wage determination of central government employees?
13. Explain – "human resources Information system". What are the process involved in human resources information system?
14. What do you mean by management development? What are the steps involved in management process?

- (c) Should IIL agree to offer HRD scheme to executives of all disciplines?
- (d) Should IIL enlarge the scope of the scheme to include undergraduate employees for taking admission to diploma/degree courses offered by various national institutions?

15. Describe the present trade union pattern in our country. What suggestion would you give to develop the movement on health lines?

16. "Participation of workers in management is claimed to usher in an era of industrial democracy" – Comment.

SECTION C — (1 × 20 = 20 marks)

Compulsory.

17. Case Study:

Indian industries Limited (IIL), a large public limited company has recently embarked on technology up gradation through foreign collaboration, is keen on developing human resources, and in pursuance of this objective had adopted a policy to financially support executives and supervisors to enrol for recognised post — graduate professional courses in engineering technology only. The financial support is towards reimbursement of tuition on the examination fees.

IIL has about 1000 executives and supervisors and of these 650 belong to engineering discipline. It has a computer and data processing unit which employs 25 professionals.

The ILL professionals have welcomed the HRD policy, and even the non-engineering professionals feel that the future benefits of the progressive policy would be made available of them also.

The ILL executives are required to take admission test for enrolment to the post — graduate courses and it so happens that most of the ILL engineering executives selected for enrolment belong to the computer Division (an average of 5 computer executives out of the total of 7 selected in a year). This was perhaps due to the relatively younger age of the computer personnel and also perhaps their continued association with mathematical exercises which constitute an important part of admission test. The situation has contributed to inter — departmental ill will and organizational disharmony.

Mr. Ram Lal (32) is a brilliant computer professional who is a recipient of the financial benefits under ILL scheme, got admission to Master degree in computer application (MCA) and he is a promising executive of the organization. He has been entrusted a responsible and prestigious assignment on computer programming.

Mr. Ram Lal's good performance at the university has attracted other employers and he has been offered a job with 25 percent increase in emoluments. ILL does not wish to let Ram Lal leave the organization particularly because he was associated with an activity so very important for the organization. But this would displease other executives of ILL who insist that any up gradation in status and salary be on performance and seniority only.

Some executives suggest that ILL be required to sign a bond to serve the organisation for 5 years if they avail of the HRD scheme. They also suggest that the scheme be available to executives of all disciplines for all recognised professional courses even at the graduate level (for undergraduate employees).

Questions :

- (a) Should Mr. Ram Lal be given a raise in status to enable him to stay in the organization?
- (b) Should ILL insist on execution of a 5-year bond by the employees who avail the benefits under HRD scheme?