

Code: BA2T2

I MBA - II Semester – Regular/Supplementary Examinations – July 2017

HUMAN RESOURCE MANAGEMENT

Duration: 3 hours

Max. Marks: 70 M

SECTION-A

1. Answer any FIVE of the following: 5 x 2 = 10 M

- a) Functions of HRM
- b) Job Design
- c) Performance Appraisal
- d) Job Evaluation
- e) Collective Bargaining
- f) Induction
- g) Wage
- h) HR Audit

SECTION – B

Answer the following: 5 x 10 = 50 M

2. a) Discuss in detail the various issues and challenges of Human Resource Management.

(OR)

b) Explain in detail the evolution of Human Resource Management.

3. a) What are the various steps involved in Human Resource Planning?

(OR)

b) Explain in detail what are the various factors affecting HR Planning?

4. a) Briefly discuss various training methods used in organizations.

(OR)

b) Explain in detail the steps involved in performance appraisal.

5. a) Explain in detail the factors that influence compensation decisions.

(OR)

b) Discuss in detail various methods of job evaluation.

6. a) Why industrial disputes arises? Briefly explain various measures to overcome industrial disputes.

(OR)

b) Explain in detail various steps in HR Audit process.

SECTION – C

7. Case Study

1 x 10 = 10 M

Mr. Satish is a Branch Manager of Syndicate Bank at one of its village branches. His staff included two clerks and an attender. Very often Mr. Satish was left alone in the bank after 5 p.m. to tally accounts, day books and complete all other formalities.

On the 30th December Mr. Satish was working till past 2 a.m. tallying the accounts since hardly one day is left for closing the

accounts for the year. On this fateful night, the Branch Manager was attacked by a band of robbers, who looted Rs.5 lakhs after brutally wounding Mr. Satish right hand, which had to be amputated later. After his recovery, the Branch Manager applied for compensation. The Bank Management was of the opinion that Mr. Satish violated the job specification by working beyond the stipulated hours of work. He, in their view, was not entitled to any compensation as the accident occurred during non-employment hours. They called for an explanation as to why the amount lost cannot be recovered from his salary and Provident Fund.

Questions:

- 1) How do you justify the bank's stand in this case?

- 2) What modifications you suggest to overcome such incidents in future?