

4 Define job analysis. Explain the process of job analysis. 12½

OR

4 Why is it important for organization to do an effective job of recruiting? Discuss various sources of recruitment.

5 What is the importance of 'Training and Development' ? Discuss various methods of 'training'. 12½

OR

5 What is performance appraisal and its objectives in the organization? Evaluate the 360 degree feedback as a technique of appraisal.

6 Discuss the objective and significance of Industrial Relations. 12½

OR

6 What do you understand by separation? Explain the different types of separation.



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(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.
(SEM. ~~III~~ **II**) EXAMINATION, 2008-09
MANAGING HUMAN RESOURCES

Time : 3 Hours]

[Total Marks : 100

- Note :
- (i) The question paper contains **three** parts.
 - (ii) All questions are **compulsory**.
 - (iii) The figures given on the right hand side indicate marks.

PART - I

1 Attempt all 20 parts of the question. Each question carries **equal** marks : 1×20

- (i) Decision Making is fast in :
 - (a) HRM
 - (b) PM
 - (c) IR
 - (d) None of them
- (ii) The dimension of Management role in HRM is
 - (a) Transactional
 - (b) Slow
 - (c) Indirect
 - (d) Transformational



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[Contd...

(iii) That branch of HRM which focusses on T&D and performance appraisal is called

- (a) Organizational Development
- (b) Organizational Change
- (c) Human Resources Development
- (d) All of them

(iv) _____ is a positive step in employee hiring.

- (a) Recruitment
- (b) Selection
- (c) Job advertisement
- (d) Job blanks

(v) The SHRM initiatives are

- (a) slow, proactive, fragmented
- (b) reactive, fast, fragmented
- (c) proactive, integrated, fast
- (d) None of them

(vi) The first factor in deciding the supply of labour is

- (a) Auditing present employee
- (b) Issuing advertisement
- (c) Preparing replacement charts
- (d) Searching employee database.

(vii) Trend analysis means

- (a) Method for tracking the pattern of employee movements
- (b) Analysis which show potential termination
- (c) Demographic estimation of employees
- (d) Maintaining a data base for employee

(viii) _____ indicates what all in a job involves.

- (a) Job blank
- (b) Job profile
- (c) Job description
- (d) Job design

(ix) The primary-source of information for recruiting is

- (a) managerial interview
- (b) testing
- (c) job analysis
- (d) interviews with applicants

(x) The name of the test designed to ensure accuracy of the information provided in the application is called

- (a) Geograph
- (b) Polygraph
- (c) Monograph
- (d) Graphology



- (xi) Examples of on-the-job training include all of the following except
- (a) job rotation
 - (b) apprenticeship
 - (c) simulation centers
 - (d) understudy assignments
- (xii) Development
- (a) is short term in nature
 - (b) focusses on employee current jobs
 - (c) is a luxury most organisation avoid
 - (d) improves total personality of manager
- (xiii) Performance Appraisals serve as building blocks of
- (a) Recruitment
 - (b) Career Planning
 - (c) Selection
 - (d) Job Analysis
- (xiv) The concept of minimum wage is based on
- (a) Ethical consideration
 - (b) Value of work done
 - (c) Capacity of Industry to pay
 - (d) Availability of workers

- (xv) In _____ plan bonus paid to the employee is 50% of time saved multiplied by rate per hour.
- (a) Halsey
 - (b) Rowan
 - (c) Gant tast
 - (d) Emersons
- (xvi) Dismissal is a separation of Employee
- (a) due to attainment of a specific age
 - (b) due to violation of organizational rules
 - (c) to reduce financial burden
 - (d) due to the attainment of a new job
- (xvii) Employee dissatisfaction for reasons that are unknown to himself is a _____ grievance.
- (a) factual
 - (b) imaginary
 - (c) disguised
 - (d) genuine
- (xviii) _____ means prohibiting an employee from reporting for the normal duties assigned to him.
- (a) Suspension
 - (b) Discharge
 - (c) Dismissal
 - (d) Retirement



(xix) Model Grievance Procedures has been provided for in

- (a) Resolution of ILC
- (b) ID Act
- (c) Code of Discipline
- (d) Industrial Truce Resolution

(xx) Which of the following is not separation?

- (a) Lay-off
- (b) retirement
- (c) demotion
- (d) resignation

PART - II

2 Carefully read the given case. Attempt all the questions given at the end of the case study. Each question carries equal marks. 3×10=30

One Monday morning Sanjay Nagpal, a recent recruit from a reputed management institute in Chennai walked into the sales office at Manipal as a new sales trainee. Raghavan the Zonal Sales Manager for a large computer hardware firm was there to greet him. Raghavan's job consisted of overseeing the work of sales officers, field executives and trainee salesman numbering over 50 of three areas namely Manipal, Bangalore, Trivendrum. The sales growth of computers, parts and other office equipments in his area was

highly satisfactory, especially in recent years - thanks to the developmental initiatives taken by respective state Government in spreading computer education in office, schools, colleges, banks and other institutions. Raghavan had collected several sales reports, catalogues, and pamphlets describing in detail the types of office equipment sold by the company. After a pleasant chat about their backgrounds, Raghavan gave Sanjay the collected material and showed him to his assigned desk. Thereafter Raghavan excused himself and did not return. Sanjay spent the whole day scanning the material and at 5.00 p.m. he picked up his things and went home.

- (1) What do you think about Raghavan's approach for training programme?
- (2) What type of sales training programme would you suggest to Mr. Raghavan and why?
- (3) For sales training programme, what type of trainers are suitable? What should be there approach for trainings?

PART - III

3 Define HRM and discuss the various functions of HR Manager in the organization. 12½

OR

3 Explain the concept of HRD. How is it different from Personnel functions?

