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Sl.No. : 0516

II Semester M.B.A. Degree Examination, May 2018
BUSINESS ADMINISTRATION
Human Resource Management

Time : 3 Hours

Max. Marks : 70

SECTION - A
(Compulsory)

Note :   Answer to the question should not exceed six pages.   (1 × 15 = 15)

Q1) Discuss various methods of performance appraisal. Explain the role of appraisal in managing performance.

SECTION - B

[5 × 8 = 40]

Note :   Answer any five questions of the following. Each question carries eight marks. Answer to each of the question should not exceed five pages.

Q2) Briefly explain the process of recruitment.

Q3) Discuss the challenges of managing human resources in international business.

Q4) What are the current issues in compensation? Explain.

Q5) Write a note on incentives for Managers and Executives.

Q6) Explain training need analysis highlighting its importance.

Q7) What are the causes of accidents in organisations? How they can be prevented?

Q8) Explain the benefits of employee participation.

Q9) Briefly explain the collective bargaining process.

P.T.O.

SECTION - C
(Compulsory)

Note : Answer to the question should not exceed six pages. (1 × 15 = 15)

Q10) Sona Enterprises Ltd., designed a training and development programme for their newly hired first line managers. The needs assessment programme indicated that Sales managers will need training on company policies and procedures, handling customer complaints and motivating sales personnel. the company initiated terms and lines of action programme to make the training more effective by allocating resources and time. they ensured that the training will contribute to competitive strategies of the firm. Yet there were some barriers which impede the effectiveness of the training programme.

Questions :

a) What learning principles were missing in the training programme?

b) Suppose if you were the training programme designer, what training methods would you choose? Explain your choices with examples.

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