

Credit Based Fourth Semester B.B.A./B.B.M. Degree

Examination, April/May 2018

(2012 Scheme)

HUMAN RESOURCE MANAGEMENT

Time : 3 Hours

Max. Marks : 120

Instructions : A single answer booklet containing **40** pages will be issued. **No** additional sheets will be **issued**. Follow the instructions strictly.

SECTION – A (2 Marks each)

1. Answer any ten questions in **one** or **two** sentences **each** : **(2×10=20)**

- a) Define human resource management.
- b) State any two advantages of human resource planning.
- c) Give the meaning of human resource policy.
- d) Write the meaning of job design.
- e) State any two differences between 'job enlargement' and 'job enrichment'.
- f) State any two demerits of internal sources of recruitment.
- g) What do you mean by stress interview ?
- h) What is shift transfer ?
- i) What is demotion ?
- j) Give the meaning of 'living wage'.
- k) Give any two examples of fringe benefits.
- l) Define induction.

**SECTION – B (8 Marks each)**

Answer **any five** questions in **not** more than **two** pages **each** : **(8×5=40)**

2. Explain the importance of human resource policies.
3. Distinguish between human resource management and personnel management.
4. Describe the process of job analysis.
5. Explain the factors affecting recruitment.
6. Define promotion. Explain benefits of promotion.
7. What are the essentials of a sound wage and salary structure ?
8. What are the guidelines to make an interview effective ?

SECTION – C (20 Marks each)

Answer the following questions in **not** more than **six** pages **each** : **(20×3=60)**

9. What are the objectives of HRM ? Explain the functions of human resource management.

OR

Define job evaluation. Explain the essentials for the success of job evaluation. What are its limitations ?

10. Explain the various steps involved in modern selection process.

OR

Define human resource planning. Explain the process of human resource planning.

11. a) Explain the objectives of transfer.

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b) Mahesh Kumar was a Production Manager for Singer Industries Limited, A Noida based electrical appliances company near Delhi. Mahesh had to approve the hiring of new supervisors in the plant. The HR Manager performed the initial screening.

On Friday afternoon, Mahesh got a call from Anil Dhavan, Singer's HR Director, 'Mahesh' Anil said, "I have just talked to a young engineering graduate from a regional engineering college who may be just who you're looking for to fill that supervisor job you asked me about. He has some good work experience in a multinational firm located in Pune, but at a lower salary level. He wants to come over to Noida where his parents live". Mahesh replied, "Well, Anilji, i would take care of the boy". Anil continued, "He is here right now in my office, I am sending him to you, if you are free". Mahesh hesitated a moment before replying. "Great Sir, I am certainly busy today but I can't afford to displease you either." Sir, please send him immediately.

A moment later, Ranga Rao, the new applicant arrived at Mahesh's office and introduced himself. "Come on in Rao", said Mahesh. "I'll be right with you after i make a few urgent phone calls". Fifteen minutes later, Mahesh finished the calls and began interviewing Rao. Mahesh was quite impressed. The merit certificates, the best suggestion award from previous multinational firm and Rao's quick response revealed the candidate's potential. Mean while, Mahesh's door opened and a supervisor yelled, "we have a small problem on line number 5 and need your help".

"Sure", Mahesh replied, "Excuse me a minute, Rao". Fifteen minutes later, Mahesh returned and the dialogue continued for another few minutes before a series of phone calls again interrupted him.

The same pattern of interruption continued for the next forty minutes. Rao looked at the watch embarrassedly and said, "I am sorry, Mahesh, I have to go now. I have to catch the train to Pune at 9 p.m."

Sure thing, Rao, "Mahesh said, as the phone rang again". Call me after a week".

Questions :

- 1) Explain why Mahesh and not Anil should make the selection decision.
- 2) Is it a good policy to pick up candidates through 'Employee Referral Method' ? Why ? Or Why not ? Explain keeping the case in the background.