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**MBAH 451**

**Second Semester M.B.A. Degree Examination, May/June 2017**  
**BUSINESS ADMINISTRATION**  
**Human Resource Management**

Time : 3 Hours

Sri Dharmasthala Manjunatheshwara  
College of Business Management  
Post Graduate Centre for Management  
Studies and Research Library  
Max. Marks : 70

SECTION – A

(1×15= 15)

(Compulsory)

**Note :** Answer to the question should **not** exceed **six** pages.

1. Discuss the process involved in selection. How does it differ from recruitment ?  
Briefly explain the methods of selection.

SECTION – B

(5×8= 40)

**Note :** Answer **any five**. **Each** question carries **eight** marks. Answer to the question should **not** exceed **five** pages.

2. Bring out the importance of human resource planning.
3. Explain about various types of incentive schemes.
4. Briefly explain the importance of training.
5. Explain the techniques of job analysis.
6. Outline the steps in developing effective incentive plans.
7. What are the different methods of training used in Indian Organisations ?
8. Discuss occupation health and safety in India.
9. Explain the role of collective bargaining in maintaining employee relations.

P.T.O.





## SECTION – C

(15x1=15)

## (Compulsory)

**Note :** Answer to the question should **not** exceed **six** pages.

10. The bank is a multinational bank. Some years ago, the women staff charged that they are not given a chance of promotion as a bank officer. So the bank developed a training program to prepare themselves for the executive posts. Women with five years experience with or without a degree or senior grade clerical staff with 12 years experience was eligible to apply. They also offered Rs. 3,500 as incentive, to anybody who successfully completes the program. The program consisted of management subjects and on the job training. Most of the women worked hard to come up I and succeeded too.

When the second group of trainees came out, the head office was shifted to America, with the understanding that most of the executive positions be filled by Americans. As a result of the program, a surplus of qualified women are available through out the bank. If the 65 started, 25 finished and they felt that they worked hard, so that they would get promotion. Most of them are in the age group 25 to 45, had been clerical employees, but want their promotion not far away from their family.

**Question :**

Develop an action plan for handling the trained and qualified staff.

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