

II Semester M.B.A Degree Examination, Nov/Dec 2024

Business Administration

MBAH 451: Human Resource Management

Time: 3 Hours

Max. Marks: 70

Section-A

(Compulsory)

Answer to the question should not exceed 6 pages

(1X15=15)

1. What is the need of performance appraisal? Explain the process of performance appraisal.

College of Business Management, Mangalore  
Post Graduate Centre for Management  
Studies and Research Library

Section – B

Answer any Five questions. Each Question carries 8 marks. Answer to the question should not exceed 5 pages. (5X8=40)

2. Explain the Matching Model of SHRM
3. Differentiate between Job Description and Job Specification.
4. What is Succession Planning? Explain the process of Succession Planning.
5. Define Performance Appraisal. Discuss different methods of Performance Appraisal
6. Explain the Kirkpatrick Model.
7. What is labor Legislations? What is the importance of Labor Legislations in an organization?
8. Define HRM. What are the emerging trends of HRM in global scenario?

P.T.O

Section – C

(Compulsory)

Answer to this question should not exceed 6 pages.

(1X15=15)

9. Case Study

Vidya and Amit have joined Azimuttal Pharmaceutical Pvt Ltd in the year 2018. Both have been assigned different departments. Vidya is handling the store department as Store manager. Whereas Amit is handling the department of finance as chief Accountant. Both of them are now good friends. Vidya is much good at communication where she handles people very easily due to her polite nature and down to earth behavior. Amit is introvert in nature which people find rude and arrogant. They have been working in the company for the past 5 years and company is very much happy with their performance and consistency.

From past two months, it was noticed by company colleagues that Amit's behavior is not good with the company. He is not keeping well with his colleagues whereas Vidya's behavior is the same and it has not changed yet. One day HR Manager was shocked to see the resignation of mail of Amit in mail box. After this HR manager called Amit to sort out the matter. Both HR manager and Amit went out for dinner and had a conversation about the matter. As the conversation went on, Amit started opening up about the matter. The reasons for his resignation were:

1. Employees working in the store only value the suggestions given by Vidya and ignore his words.
2. Even in every appraisal, he is not given good grade compared to Vidya.
3. Though he works for more time as compared to Vidya but still he is not given incentives comparatively more than Vidya.

After listening to all his arguments, HR manager advised him not to leave the job and made him to take back his resignation.

Answer the following Questions:

- a. What is retention of employees?
- b. What is the need of retention of employees?
- c. Explain different strategies of retention.
- d. What is the Problem in the above case?
- e. How did the HR Manager might have convinced Amit to take back his resignation?

Sri Dharmasthala Manjunatheswara  
College of Business Management, Mangalore  
Post Graduate Centre for Management  
Studies and Research Library

\*\*\*\*