

Roll No.

Total No. of Pages : 02

Total No. of Questions : 17

**MBA (2019 Batch) (Sem.-2)**  
**HUMAN RESOURCE MANAGEMENT**  
Subject Code : MBA-204-18  
M.Code : 76156

Time : 3 Hrs.

Max. Marks : 60

**INSTRUCTIONS TO CANDIDATES :**

1. SECTION-A contains EIGHT questions carrying TWO marks each and students has to attempt ALL questions.
2. SECTION-B consists of FOUR Subsections : Units-I, II, III & IV. Each Subsection contains TWO questions each carrying EIGHT marks each and student has to attempt any ONE question from each Subsection.
3. SECTION-C is COMPULSORY and consist of ONE Case Study carrying TWELVE marks.

**SECTION-A**

**Write briefly :**

- 1) Human resource planning
- 2) Fringe benefits
- 3) Position Analysis Questionnaire
- 4) Potential appraisal
- 5) Employee ranking
- 6) Group Discussion
- 7) Conference Training
- 8) Aptitude Tests

**SECTION-B**

**UNIT-I**

9. Describe the managerial and operative functions of Human resource Management.
10. Define the following :
  - a) Job Description
  - b) Job Specification

## UNIT-II

11. What sources of recruitment will you recommend for the appointment of the management personnel? Why?
12. What steps are involved in the selection procedure? Explain them briefly.

## UNIT-III

13. What do you mean by Performance Appraisal? Discuss its benefits to an industrial organization.
14. Define Quality of working life. What are the areas of working life which are the concern of Quality of Working life?

## UNIT-IV

15. What is HR audit? How it is conducted.
16. Define collective bargaining. Explain briefly the procedure of collective bargaining in an enterprise which you are familiar.

## SECTION-C

### 17. Case Study :

Mrs. Suman Prbhakar worked for 20 years in the Zavier Ltd, she joined very recently Franky Ltd, as the production manager, she was supposed to attend a routine departmental heads meeting last Friday at 4.30 p.m., which was presided over by the managing director of the company. She did not attend the meeting as there was no formal or informal communication to her, the managing director didn't like her absence as there were many important items to be discussed regarding production department, Mrs. Suman Prbhakar was called by the managing director on the next day and asked explanation for not attending the meeting Mrs. Suman Prbhakar replies that there was no information. The secretary said that it was a routine meeting and as such information was not sent to any departmental head. But all other heads, except Mrs. Suman Prbhakar, attended the meeting.

### **Question :**

- (a) Who is responsible for the occurrence of such a mistake?
- (b) Find out the reason for the incident. How do you propose to solve such problems in future?

**NOTE : Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.**