Roll No. ⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚

Total No. of Questions : 15

Total No. of Pages : 02

MBA / MBA(IB) (2015 to 2019)   (Sem.–2)
HUMAN RESOURCE MANAGEMENT
Subject Code : MBA-203
M.Code : 49098

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTION TO CANDIDATES :

1. **SECTION-A contains SIX questions carrying FIVE marks each and students have to attempt any FOUR 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 EIGHT marks.**

SECTION-A

1. Differentiate between Human Resource Management and Human Resource Development.

2. For what purposes Job Analysis data is used?

3. What are the merits and demerits of internal sources of recruitment?

4. What is the importance of internal mobility of employees?

5. What are the purposes of collective bargaining?

6. What role does the management play in quality circles?

SECTION-B

UNIT-I

7. Explain human resource management practices in India.

8. Define Human Resource Planning. Explain its methods.

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UNIT-II

9. Differentiate between training and development. Discuss off-the-job methods of training.

10. Define career planning. Discuss the role of employee and management in career planning.

UNIT-III

11. Discuss the process of performance appraisal.

12. Discuss various approaches to quality of work life.

UNIT-IV

13. Define Grievance. Explain the Model Grievance Redressal Procedure.

14. What are the challenges before Human Resource Management in current times? Discuss.

SECTION- C

15. **Case Study :**

The Reliance Communications was established in 2005. It had its plants in six areas in the country. The company provided both in-company and out-companies executive development programmes. In Company programmes included orientation programmes for apprentice Assistant Executive Engineers. It had a staff college at Bangalore Programmes were conducted at staff college for all types of personnel. In-company programmes included quality management, participative management, time management, etc. The best faculty was drawn from Indian Institute of Management, Universities, Professional Bodies etc. Apart from the four permanent and internal faculty. At present all the four permanent faculty positions are vacant.

Evaluation of management development programmes is done as a ritual rather than to make it a part of development process. Evaluation of in-company programme is done at staff college with the objectives of knowing the participants learning and to know how far the participants have found the programme useful. The staff college sends no formal feedback to the functional heads of the departments and also to the corporate personnel and administrative department. It appears to be no formal system that provides the feedback from the participants and out company programmes to their respective functional heads. There exists no evaluation model with pre-training and post-training evaluation and no efforts are made to develop evaluation techniques.

Questions :

1. Finding out the reasons for the unsatisfactory conditions of evaluation of management development programmes?

2. How do you improve the conditions of evaluation of management development programme?

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.