

HRM02

MMS-II Sem.

Roll No. :

Total No. of Printed Pages: One

Total No. of Questions: Six

Maximum Marks: 60

Duration (Hrs): 3 Hrs

Subject:

Human Resources Management

25-04-2011

Note:

1. Q.1 is Compulsory which for 20 marks.
2. Attempt any four questions from the remaining questions, carrying 10 marks each.

Q1. Mr. Ramesh Malhotra , 26, took charge as Jt. Managing Director, Ahuja Pistons Ltd., as soon as he returned from USA after completing his MBA degree. After taking the charge, he noticed the following situation.

Workers' Union had given a notice of strike for non-compliance of promises given by management for revision of wages one year before. Supervisors complained that workers are not obeying their orders and many a times displayed insubordination resulting into the reduction in the total production of the ring division of the company.

Managers complained that there was overall indiscipline among the employees since union was aggressive and overprotective towards workers even at the cost of company's interest.

He noticed a number of letters received from valued customers who expressed their annoyance and dissatisfaction towards the company for non-execution of orders on time.

Questions:

- 1) How would you assess the situation? [5]
- 2) What steps will you take to integrate interests of all concerned? [10]
- 3) Establish priority list to revive the situation and enlist courses of action to be taken to build up trust in the company. [5]

Q2. Describe in brief the essentials of performance appraisal. Discuss the various conventional and modern methods of performance appraisal.

Q3. Why do industries need training to their employees? What are the types and techniques of training and development?

Q4. Discuss the need of Human Resource Planning. Give the steps involved in the plan.

Q5. "Before you think of inviting people to apply for a job you have to decide the type of people you want to invite and what should their characteristics be." Explain this statement from the point of view of preparing a job recruitment programme.

Q6. Enumerate the objectives of Organisational Development and state its significance in Business Management.

%%%%%%%%%% ALL THE BEST %%%%%%%%%%

