

MMS-II
Human Resource Management
HRM02
25/4/12

Roll No. _____

Total No. of Printed Pages: 3

Total No. of Questions: 5 + 5 = 10

Maximum Marks: 30 + 30 = 60
(Section I + II)

Duration (hrs.) : 3 Hrs .

Section I

Note :

1. Answer any 3 out of the following 5 questions

2. All questions carry equal marks (10 marks)

3. Section I & II to be solved on SEPARATE Answer Books.

Q1. Read the following case study and answer the questions given below.

Mr. Daniel John is from Corporate Headquarters of Swedish firm having operations in twenty countries across the globe. As a member of the HR department, he is responsible for managing international assignments. Mr. Daniel John is to present a 10 minute summary of the key aspects of expatriate selection to a regional meeting of subsidiary managers, none of whom have any experience in HR or in selecting expatriates. The corporate objective is to use intra-regional international assignments for cross-border project teamwork between their various operations within the region.

➤ What aspects of expatriate selection should Mr. Daniel John highlight in his presentation?

Q2. Discuss in detail the scope of HRM.

Q3. Trace in detail the evolution and development of HRM in India.

Q4. You are the HR manager of an IT company. Design an induction program for the new joiners.

Q5. Explain in detail various methods of performance appraisal.

Note :

Section - II (Marks : 30)

Question 1 is compulsory.

Choose any 2 from the remaining questions.

All questions carry equal marks

- 1) Read the case study given below and answer the following:

Dr. Suketu Mishra is a vice president of manufacturing and operations of a medium-size pharmaceutical firm in the Mid-west. Suketu has a PhD in Chemistry but has not been directly involved in research and new-product development for 20 years. The number of specialized people in the operations team is limited. The company does not have a turnover problem, but it is obvious to Suketu and other key managers that existing people are not working anywhere near their full potential. Suketu is very upset with the situation because, with rising costs, the only way that the company can continue to prosper is to increase productivity of its people.

Suketu called the Human Resource manager, Mr. Arun, and laid it on the line: "What is it with our people, anyway? Your wage surveys show that we pay near the top in this region, our payment conditions are tremendous and our fringe benefits are great. Yet these people are not motivated. What in the world do they want?"

Arun replied, "I have told you and the president time after time that money, conditions, and benefits are not enough. Employees also need other things to motivate them. Also, I have been conducting some random confidential interviews with some of our people, and they tell me that they are very disconnected because, no matter how hard they work, they get the same pay and opportunities for advancement as their co-workers who are just scraping by. Suketu then replied, "Ok you are the motivation expert; what do we do about it? We have to increase their performance."

Questions

- 1) What motivational problem is faced by Suketu and his team? If you are in place of Arun, what course of action will you adopt? What motivational strategies will you devise to improve the current state? (6 marks)
- 2) Can Employee Empowerment be considered as an effective tool to motivate employees? (4 marks)

- 2) State the importance of the Human Resource Planning (HRP). Explain the various steps in the HRP process.
- 3) What are the objectives of an Organization Development program? Describe some of the OD techniques used.
- 4) Write short notes on
 - a. Importance of HR strategies for long term Planning
 - b. Various sources of Recruitment
- 5) Which are some of the important forces of Change on Human Resource Development? What are the general reaction patterns of employees in the face of change? How can an HR manager ensure better change management?

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