

Roll No. Human Resources Management Total No. of Printed Pages: 3

Total No. of Questions : 7

Maximum Marks : 60

Duration (hrs.) : 3

Section , if any :

Note :

1. Question no. 1 is compulsory. Q1 carries 20 marks.
2. Answer any 4 out of the remaining 6 questions. Each question carries 10 marks.

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

Rudely shaken, Vijay came home in the evening. He was not in a mood to talk to his wife. Bolted inside, he sat in his room, lit a cigarette, and brooded over his experience with a company he loved most.

Vijay, M.Com and an ICWA, joined the finance department of a Bangalore-based electric company (Unit 1), which boasts of an annual turnover of Rs.400 crores. He is smart, intelligent, but conscientious. He introduced several new systems in record-keeping and was responsible for cost reduction in several areas. Being a loner, Vijay developed few friends in and outside the organization. He also missed promotions four times though he richly deserved them.

G.M. Finance saw to it that Vijay was shifted to Unit 2 where he was posted in purchasing. Though purchasing was not his cup of tea, Vijay went into it whole hog, streamlined the purchasing function, and introduced new systems, particularly in vendor development. Being honest himself, Vijay ensured that nobody else made money through questionable means.

After two years in purchasing, Vijay was shifted to stores. From finance to purchasing to stores was too much for Vijay to swallow.

He burst out before the unit head, and unable to control his anger, Vijay put in his papers. The unit head was aghast at this development but did nothing to console Vijay. He forwarded the papers to the V.P. Finance, Unit 1.

The V.P. Finance called in Vijay, heard him for a couple of hours, advised him not to lose heart, assured him that his interests would be taken care of and requested him to resume duties in purchasing in Unit 2. Vijay was also assured that no action would be taken on the papers he had put in.

Six months passed by. Then came the time to effect promotions. The list of promotions was announced and to his dismay, Vijay found that his name was missing. Angered, Vijay met the unit head who coolly told Vijay that he could collect his dues and pack off to his house for good. It was great betrayal for Vijay.

*Question a. What are the gaps from HR point of view in the case study?*

*Question b. What should Vijay do now?*

Q2. Answer any 2 out of the following 3 questions.

- a. 'HR manager is responsible for employee welfare.' Justify.
- b. What are the managerial functions of HRM?
- c. What are the factors influencing the future of HRM?

Q.3. Answer any 2 out of the following 3 questions.

- a. What is Personnel Management?
- b. Trace the evolution and development of HRM in India.
- c. Write a short note on : Career Planning

Q.4. Answer any 2 out of the following 3 questions.

- a. What is the difference between recruitment and selection?
- b. Discuss in detail various training techniques used by organizations.
- c. What do you mean by Job Enlargement?

Q.5. Answer any 2 out of the following 3 questions.

- a. Goals should be SMART. Do you agree with this statement? Justify.
- b. Explain the following concepts : voluntary turnover and involuntary turnover
- c. What are the challenges faced by HR manager?

Q.6. Answer any 2 out of the following 3 questions.

- a. You are the HR manager of your organization. What initiatives will you take to improve the quality of work life of your employees?
- b. Every manager should have the knowledge of Hawthorne Experiments. Do you agree with this statement? Justify.
- c. Design an induction program for new joiners in a Five Star Hotel.

Q.7. Answer any 2 out of the following 3 questions.

- a. What is meant by Potential Appraisal?
- b. Why do employees resist change?
- c. What are the characteristics of OD?