



Register Number:.....

MBA DEGREE EXAMINATIONS: MAY 2015

(Regulation 2012)

Second Semester

MASTER OF BUSINESS ADMINISTRATION

MBA622: Human Resource Management

Time: Three Hours

Maximum Marks: 100

Case Study:-

PART A (1 x 20 = 20 Marks)

1. The president has called a meeting to get your feedback on Jack, a department manager. Jack is what
Some people call “from the old school” of management. He is gruff, bossy, and often shows an “it’s my
Way or the highway” attitude. Jack is about five years from retirement. Jack has a high turnover rate in his department. There have been several complaints on company surveys about him from his department and from outside his department. People have commented on the fact that Jack is “rude” during meetings and doesn’t let others contribute.
There are times when he has belittled people in meetings and in the hallway. He also talks about his staff “critically” or “negatively” to other managers. But Jack also is a brilliantly talented person who adds a vast amount of needed knowledge and experience to the company. He is extremely dedicated to the company and lets people know this by his arrival each day at 6:30 a.m. and his departure at 6:00p.m. He has been with the company for 32 years and he reports directly to the president. Jack has gone to the HR department and complained that the people his supervisors hire are not a good fit for the company. The new employees don’t listen and they have a poor work ethic. Jack feels that HR should do a better job screening people.
 - a) What suggestions do you have for the president on how to coach Jack and develop a personal Improvement plan?
 - b) What areas would you suggest be first on Jack’s improvement plan?
 - c) What kind of timetable would you put in place? How about milestones and consequences?
 - d) How should Jack be coached and by whom? Is it worth the effort, since he might be retiring soon?

Answer all the Questions:-

PART B (10 x 2 = 20 Marks)

2. Define HRM.
3. Mention the major objectives of HRM.
4. What are the prerequisites for conducting tests?
5. In the present Scenario “HR manager performs a variety of responsibilities”-List them.
6. Differentiate On the Job and Off the training.

7. What do you mean by Executive development program?
8. Mention the role of Protégé.
9. What are the basics of compensation?
10. What is meant Halo Error?
11. What is 720 Degree Appraisal?

PART C (4 x 15 = 60 Marks)

12. a) What are the roles of HR manager in an organization and what are the desirable qualities in HR manager. Explain.
(OR)
b) Discuss the need and role of Computers in HR management.

13. a) Why should organizations engage in HR planning? Why do some organizations require relatively complex and comprehensive HR planning system than do others? Discuss.
(OR)
b) What are the techniques of forecasting Human resources of an organization?

14. a) Elucidate the methods /techniques of on the job and Off the job type of training and list out their merits and demerits.
(OR)
b) Explain the statutory and non statutory benefits available to an employee in an organization.

15. a) With reference to performance appraisal/assessment, explain the following with the help of suitable examples.
 - BARS
 - Behavioral observation scale
 - MBO
 - 360 Degree appraisal(OR)
b) Explain the factors of individual career planning. Give its importance.
