



**MBA DEGREE EXAMINATIONS: JUNE 2017**

(Regulation 2015)

Second Semester

**MASTER OF BUSINESS ADMINISTRATION**

P15BAT202: Human Resource Management

**COURSE OUTCOMES**

**CO1:** Interpret HR Policies (1.1,1.3)

**CO2:** Summarize the various functioning of HR Department (1.2)

**CO3:** Design tools for Performance Appraisal (1.4)

**CO4:** Demonstrate appropriate HR Competencies at the workplace (2.3)

**Time: Three Hours**

**Maximum Marks: 100**

**Case Study:-**

**PART A (1 x 20 = 20 Marks)**

1. Jain and Jain Co., a famous FMCG company, was on the lookout for a senior marketing executive. After screening several candidates, the HR manager finally zeroed on an employee, Savitha, based solely on her qualifications. She seemed to be a reasonable choice for the post as she had performed well during her interview. In the eyes of the members of the interview board, there was no controversy involved in her appointment.

However, it was not long before the first worrying signs began to appear. There was nothing specific but one could spot a general lack of urgency and commitment in her work. She was taking much longer than the other members of the team to complete her work assignments and showed absolutely no evidence of self motivation. Clients had called up the organization to complain about the slackness in the style with which she worked with them. It seemed now to the HR manager that savitha had absolutely no interest in her profile.

The HR manager tried to meet with Savitha to understand if there was anything wrong that concerned her in particular. However, there was no specific outcome from the meeting.

Questions:

1. How should the HR manager handle the situation? Should he replace her? CO4 [K<sub>4</sub>]

2. What selection shortcuts might have been made by the HR during the recruitment process? CO2 [K<sub>4</sub>]
3. Devise a strategy plan for recruitment that could be used by HR manager to avoid any such problems. CO2 [K<sub>5</sub>]

**Answer all the Questions:-**

**PART B (10 x 2 = 20 Marks)**

2. State the role of HR Manager. CO2 [K<sub>1</sub>]
3. Compare job specification and job description. CO2 [K<sub>1</sub>]
4. Differentiate recruitment and selection. CO2 [K<sub>1</sub>]
5. Is Induction necessary? CO2 [K<sub>1</sub>]
6. What is Halo effect? CO2 [K<sub>1</sub>]
7. What are intrinsic rewards? Give examples. CO2 [K<sub>1</sub>]
8. List any five role of Information technology in the development of HR. CO2 [K<sub>1</sub>]
9. How Employee Engagement can be measures? CO4 [K<sub>1</sub>]
10. What is Ethics in HR? CO2 [K<sub>1</sub>]
11. What is Extra mutual function of a Trade Union? CO2 [K<sub>1</sub>]

**PART C (4 x 15 = 60 Marks)**

12. (a) 'HR has vital roles to play in managing an organization during days of uncertainty and unpredictability'. Explain the statement citing examples from the organization which you have visited as a part of your HRM course. CO4 [K<sub>3</sub>]

**(OR)**

- (b) Discuss different methods of recruitment policies of an organization and suggest suitable policy for IT company. CO2 [K<sub>2</sub>]

13. (a) How should a company formulate code of conduct? Discuss the code of conduct for HR Managers. CO2 [K<sub>3</sub>]

**(OR)**

- (b) According to you what is the role of compensation and rewards in the Modern organization? What are the advantages of a fair compensation system? CO4 [K<sub>2</sub>]

14. (a) Distinguish between training and development. Explain 'On the Job' and 'Off the job' training techniques. CO2 [K<sub>2</sub>]
- (OR)**
- (b) Explain the problems that are generally encountered in the appraisal system. How can the problems be eliminated or reduced. CO3 [K<sub>2</sub>]
15. (a) What is a Trade Union? What are the Objectives of a Trade Union? Explain the major functions of a Trade Union. CO2 [K<sub>2</sub>]
- (OR)**
- (b) In most organizations, employee engagement is one of the critical priorities for HR departments and management teams. Explain the Employee engagement strategies adopted by organization. Does high employee engagement lead to Employee Retention? CO4 [K<sub>4</sub>]

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