

2M5101

Roll No. _____

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M. B. A. II Sem. (Main / Back) Exam., April - May 2017
M-201A Human Resource Management

Time: 3 Hours

Maximum Marks: 70

Min. Passing Marks: 28

Instructions to Candidates:

- (i) *The question paper is divided in two sections.*
- (ii) *There are sections A & B. Section A contains 6 questions out of which the candidate is required to attempt any 4 questions. Section B contains short case study / application based question which is **compulsory**.*
- (iii) *All questions carry **equal** marks.*
- (iv) *Use of following supporting material is permitted during examination. (Mentioned in from No. 205)*

1. NIL

2. NIL

SECTION - A

Q.1 (a) What is role of HRM in a modern organization in developing its human resources consistent with the needs of individuals, organization and society. [10]

(b) Write short note on – Rightsizing [4]

Q.2 You have been appointed as HR Manager of a fast growing industrial house in India. It proposes to select employees for itself. What sources of recruitment should it explore and why? Justify your answer using appropriate example. [14]

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- Q.3 (a) Suppose you are going to design a training program for newly hired first line sales managers. What training methods would you choose and why? [7]
- (b) What are the merits of adopting a formal procedure for grievance redressal? [7]
- Q.4 What do you understand by 'Fringe Benefits'? Explain the need of it. Describe the various types of 'Fringe Benefits' offered to employees in India. [14]
- Q.5 (a) Career planning and management is essential for long run survival and satisfaction of both employees as well as the organization. Explain it with suitable example. [7]
- (b) "Good performance appraisal will create an effective management." Discuss. [7]
- Q.6 Write short notes on :- (any two) [7×2=14]
- (a) Job description vs Job specification
- (b) Performance management vs Performance appraisal
- (c) Strike vs Lockout.

SECTION – B

- Q.7 Mr. Dhana Singh is the Vice-President (HR) of ABC Soft Services Ltd. Software Company based in Chennai with staff strength of 1000. Mr. Singh is a gender-neutral manager. Normally he does not discriminate on the basis of gender in recruitment training and career promotion. He strongly believes that women are not inferior to men, especially in software related jobs. Also, he knows from the research findings and on own observation that child bearing/pregnancy is actually good for both body

and mind and may improve both physical and mental performance. Motherhood sharpens mental agility making a woman more vigilant and alert – key skills for most of the jobs. So, MR. Singh always gives equal opportunity to woman managers. In ABC soft services Ltd there are a good number of women in senior and top management. But the problem started during the 2008 economic recession. Mr. Singh told his managers that recession is the time for us to equip ourselves more through training and development. So, he envisaged a training and development plan. Accordingly, the training will be in different location including abroad. The period of training will be longer than the usual. The training incentives will be better than the normal times. The training impact assessment also will be stricter than before. All future promotion will be linked to these training outcomes. Most of the male managers were adaptable to these recession – led training packages, but, for his surprise, most of the woman managers were not ready to accept the packages. Woman managers are not ready to relocate and move to outside trainings. They felt that recession is not the ideal time for training rather it is the time for business development and innovation, It is time for cutting training budget. They (woman managers) even suggested that we (woman managers) could keep pace with men even without this training or arrange only on – the – job training for us. Though Mr. Singh is ready to compromise with the packages just for woman managers, the CEO is not ready for that. Now, Mr. Singh is in dilemma on this issue.

Questions: [14]

- (a) Do you think that Mr. Singh's woman managers do not reciprocate Mr. Singh's gender neutrality approach? How?
- (b) What are your advises to these woman managers?
- (c) How will you resolve the dilemma for Mr. Singh?
- (d) What are the lessons from this case?