

Seat No. _____

Enrolment No. _____

KADI SARVA VISHWAVIDHYALAYA UNIVERSITY

MBA Semester-II Examination, May 2014

HUMAN RESOURCE MANAGEMENT (CC204)

Date: 12th May 2014

Duration: 2.30 Hrs.

Weightage : 40%

Instructions:

1. Draw figures if required.
2. Write precise answers with suitable examples.
3. Figures to the right indicate weightage.

Q-1

- (A) What is an HR Scorecard? Explain the process of HR Score card in detail.. 4%
- (B) Write job descriptions, including summaries and job functions, using the internet and traditional methods. 4%

OR

- (B) Explain the main techniques used in employment planning and forecasting. 4%

Q-2

- (A) Explain the pros and cons of any 5 sources of job candidates? 4%
- (B) Explain following : 4%
- 1) Organization Chart
 - 2) Process Chart
 - 3) Job Identification

OR

Q-2

- (A) Explain the Recruitment and Selection process in detail. 4%
- (B) What is the difference between reliability and validity? In what respects are they similar. 4%

Q-3

- (A) List the main types of selection interviews. 4%
- (B) Explain the process of interviews in detail. 4%

OR

Q-3

- (A) Job rotation is a good method to use for developing management trainees. Discuss with an example. 4%
- (B) Do you think that the Minimum wages Act, 1948, has served the objectives it was expected to achieve? Support your opinion. 4%

Q-4

- (A) Define 'collective bargaining' and bring out its importance for workers, management and economy. 4%
- (B) Explain the limitations of Payment of Wages Act, 1936, and suggest measures for improving its effectiveness. 4%

OR

Q-4

- (A) Explain any 2 approaches to industrial relations. 4%
- (B) Define 'trade union' and explain the objectives of trade unions. 4%

Q-5

Discuss the following:

- (a) As an HR Manager, what program would you establish to reduce repatriation problems of returning expatriates and their families?
- (b) What special training do overseas candidates need? In what ways is such training similar to and different from traditional diversity training?

Seat No. _____

Kadi Sarva VishwaVidyalaya, Gandhinagar
MBA – Semester – II – December 2014 Examination
Human Resource Management (CC204)

Date: 3rd January, 2015

Weightage: 40 Marks

Time: 10:30 am to 1:00 pm

Instructions:

- 1 Make assumptions wherever necessary and state them clearly
- 2 Working notes must form part of your answers
3. Figures to the right indicate weightage

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|-----|-----|---|---|
| Q-1 | (A) | Define human resource management. How is it different from personnel management? | 4 |
| | (B) | Distinguish between HRM & HRD. | 4 |
| | | OR | |
| | (B) | Is human resource to be treated as an asset or liability? | 4 |
| Q-2 | (A) | What do you mean by training? Distinguish between Training and Development. | 4 |
| | (B) | What is fringe benefit? Give five examples. | 4 |
| | | OR | |
| Q-2 | (A) | Explain the various methods of Training. | 4 |
| | (B) | Discuss different types of individual incentive schemes. | 4 |
| Q-3 | (A) | Write down the importance of collective bargaining. | 4 |
| | (B) | What do you mean by WPM? What are the objectives of WPM? | 4 |
| | | OR | |
| Q-3 | (A) | Do you think companies can really do without detailed job descriptions? Why or Why not? | 4 |
| | (B) | Explain and illustrate the basic ways in which you can classify selection interviews. | 4 |
| Q-4 | (A) | Discuss the pros and cons of using different potential raters to appraise a person's performance. | 4 |
| | (B) | How can employer protect themselves against negligent hiring claims? | 4 |
| | | OR | |
| Q-4 | (A) | What are the pros and cons of five sources of job candidates? | 4 |
| | (B) | You are president of a small business. What are some of the ways you expect "going international" will affect HR activities in your business? | 4 |
| Q-5 | | Read the case and answer the questions: | 8 |

(P.T.O)

Demand of Employee's Wife

Mr. Raman has been working as an Agricultural Officer in Syndicate Bank since 1975. He married in 1976 and he has one son (10 year old) and a daughter (9 year old). He has worked in various rural branches in Andhra Pradesh, Karnataka & Orissa. Mr. Raman and his wife belong to coimbatore city of Tamil Nadu.

He is a graduate in Agricultural science. Mr. Raman is one of the most sincere and committed officers of the bank. He leaves his house at 8 a.m. almost everyday (including Sunday), visits the farmers, their fields, suggests them on various issues, and attends the bank to work between 12 noon and 8 p.m. with one hour lunch-break. He helps the branch manager in finalizing the daily accounts, in completing the work left incomplete by other staff. He returns home only after 8 p.m. As such, he generally does not attend to most of the domestic work. His wife manages all domestic chores and also the schooling of their children. She could not admit her son in a residential English Medium High School in Chennai. She asked her husband to try for his admission but in vain. Immediately she wrote to the Branch Manager, Regional Manager and Personnel Manager in the Regional and head offices, requesting them to help her in getting admission for her son in any English Medium High School preferably in Chennai/Coimbatore giving the facts that her husband serves the bank right from 8 a.m. to 8 p.m. and he could not find time to successfully try for his son's admission. The Regional Manager, Personnel Manager and the Branch Manager enquired into the case and found that the information furnished by Mrs. Raman was correct. The Bank's policy at present is to redress the grievances of the employees and to deal with only those grievances relating to the terms and conditions of employment and work. Immediately, the regional manager sought the advice of the personnel manager at the head office.

Case Study Questions:

1. Being the Personnel Manager what would you suggest the Regional Manager and Branch Manager in solving problem?
2. Does the issue raised by Mrs. Raman come under the preview of Personnel Management or under the preview of Human Resource Management?
3. If you were the Regional Manager, how would you redress this grievance?
4. Do you suggest a change in the present Personnel policy? If so, mention the policy.

_____ *Best of Luck* _____

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Seat No. _____

Enrollment No. _____

KADI SARVA VISHWAVIDHYALAYA UNIVERSITY

MBA Semester-II

End Term Examination, May 2015

Human Resource Management (CC204)

Date: 5th May 2015

Duration: 2.30 Hrs.

Weightage : 40%

Instructions:

1. Draw figures if required.
2. Write precise answers with suitable examples.
3. Figures to the right indicate weightage.
4. Make your own assumptions whenever required.

Q-1

- (A) Explain role of HRM played in the competitive world.
(B) Training plays an important role in an organization. Discuss.

OR

- (B) What are the various methods of training available in an organization?

Q-2

- (A) Explain Job analysis in detail.
(B) What are the various sources of recruitment available?

OR

Q-2

- (A) Explain the differences & similarities between recruitment and selection process.
(B) Situational interviews yield a higher validity than do job –related or behavioral interviews-
Comment.

Q-3

- (A) Discuss the role of employers and employees in the career development process in detail.
(B) Why should the performance appraisal system exist?

OR

Q-3

- (A) When and why would you pay a salesperson a combined salary and commission/incentive?
(B) What do you mean by competency based pay?

Q-4

- (A) Describe the basic features of various methods of settling industrial disputes.
(B) Explain any 3 approaches to industrial relations.

OR

Q-4

- (A) Define collective bargaining and explain its importance. 4%
- (B) Explain the concept of workers, participation in management and its benefits. 4%

Q-5 5 Read the case and answer the question: 8%

In the later half of the nineteenth century, Mr. Khan, the owner of a cotton textile mill of Ahmedabad, had employed 1500 workers on wages and terms of employment mutually agreed upon by him and all the workers individually. After a gap of two years, a group of 150 workers led by Mr. Jigar formed a combination and demanded an upward revision of wages. Mr. Khan turned down the demand on the plea that he was unable to bear the financial burden involved and the stand of the group was in breach of the earlier contract. Confronted with this refusal, Jigar and a few militant leaders of his group resorted to work-stoppage, and even damaged the machines of the mill. They also instigated other workers to join in. Mr. Khan started dispensing with the services of those workers who had participated in work- stoppages and caused damaged to property of the mill, but it was very difficult for him to get suitable replacements. Ultimately, he decided to go to court for justice. The court sentenced quite a number of activists to long-term imprisonment and imposed fines on many others. The court also ordered payment of compensation to Mr. Khan by those workers who had damaged the machines.

Question:

- a) Does this act by the employees come under criminal conspiracy? If yes, what action of the group of workers was punishable on the charge of criminal conspiracy?
- b) What action of the group of workers could be considered in restraint of trade?
- c) What action of the workers could amount to a breach of contract?
- d) On what ground did the court award compensation to Mr. Khan?

All the Best