

Total No. of Questions: 7

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Enrollment No.....



Faculty of Management Studies

End Sem (Even) Examination May-2019

MS5CO09 Human Resource Management

Programme: MBA

Branch/Specialisation: Management

Duration: 3 Hrs.

Maximum Marks: 60

Note: All questions are compulsory. Internal choices, if any, are indicated. Answers of Q.1 (MCQs) should be written in full instead of only a, b, c or d.

- Q.1 i. Which of these is a managerial Function? **1**
(a) Procurement (b) Development
(c) Organizing (d) Performance appraisal
- ii. _____ qualification is required for HR manager. **1**
(a) MBA in HR (b) MA in Social Science
(c) MSc (d) Both (a) and (b)
- iii. What are the resources that provide utility value of all the **1**
resources?
(a) Men (b) Material (c) Money (d) Machinery
- iv. Job analysis process include: **1**
(a) Job observation and job description
(b) Job specification and job observation
(c) Job description and job specification
(d) None of these
- v. Which method is the example of off the job training? **1**
(a) Job rotation (b) Coaching
(c) Job instructions (d) Vestibule Training
- vi. Which of these are the errors in performance appraisal? **1**
(a) Halo effect (b) Horns effect
(c) Favoritism (d) All of these
- vii. Occasional incentives such as bonuses, sales prizes are mostly **1**
paid with the
(a) Salary plan (b) Commission plan
(c) Combination plan (d) Proportionate plan

P.T.O.

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viii.	Compensation is a systematic approach to providing monetary value to employees	1
	(a) Skills (b) Knowledge	
	(c) Work performed (d) Damaged held	
ix.	Agreement through which terminated employees agree to get benefits in exchange of not to sue employers, is classified as	1
	(a) Separation agreement (b) Contractual agreement	
	(c) Statutory agreement (d) Non-separable agreement	
x.	A formal written complaint of employees is called	1
	(a) Grievance arbitration (b) Grievance strike	
	(c) Grievance (d) Employee ownership	
Q.2	i. Define HRM? Discuss any four importance of HRM.	3
	ii. Describe the functions of HRM.	5
OR	iii. State "Emerging trends in HRM".	5
Q.3	i. Write a short note on career planning.	3
	ii. Describe the any five methods of recruitment with example.	5
OR	iii. What do you mean by HRP? Explain the process of HRP.	5
Q.4	i. What are the errors in performance appraisal process?	3
	ii. Describe the various type of training.	5
OR	iii. Explain any five methods of performance appraisal.	5
Q.5	i. Briefly explain the purpose of job evaluation.	2
	Attempt any two:	
	ii. What are the factors affecting wages and salary administration?	3
	iii. Discuss the types of rewards.	3
	iv. Explain the types of incentives.	3
Q.6	Attempt any two:	
	i. Explain the process of grievance handing.	4
	ii. Discuss the types of discipline.	4
	iii. Define the term collective bargaining and negotiations.	4

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Q.7

Case Study:

Sanjay Nagpal is a new recruit from a reputed management institute, recruited as a sales trainee in a sales office of a large computer hardware firm located in Chennai. Raghvan is the zone sales manager responsible for overseeing the work of sales officer, field executives and trainee salesmen numbering over 50 of three areas namely Chennai, Bangalore, and Trivandrum. The sales growth of the products in his area was highly satisfactory owing to the developmental initiatives taken by respective State Governments in spreading computer education. Raghvan had collected several sales reports, catalogues and pamphlets detailing the types of office equipment sold by the company for Sanjay's reference. After short chat with Sanjay, Raghvan assisted him to his assigned desk and provided him with the material collected. Thereafter Raghvan excused himself and did not return. Meanwhile, Sanjay scanned through the material given to him till 5:00pm before leaving office.

Questions:

- (a) What do you think about Raghavan's training programme? **3**
- (b) What type of sale training programme would you suggest? **3**
- (c) What method of training would have been best under the circumstances? Would you consider OJT, simulation or experiential methods? **4**

Marking Scheme
MS5CO09 Human Resource Management

Q.1	i.	Which of these is a managerial Function? (c) Organizing	1
	ii.	_____ qualification is required for HR manager. (d) Both (a) and (b)	1
	iii.	What are the resources that provide utility value of all the resources? (a) Men	1
	iv.	Job analysis process include: (c) Job description and job specification	1
	v.	Which method is the example of off the job training? (d) Vestibule Training	1
	vi.	Which of these are the errors in performance appraisal? (d) All of these	1
	vii.	Occasional incentives such as bonuses, sales prizes are mostly paid with the (c) Combination plan	1
	viii.	Compensation is a systematic approach to providing monetary value to employees (c) Work performed	1
	ix.	Agreement through which terminated employees agree to get benefits in exchange of not to sue employers, is classified as (a) Separation agreement	1
	x.	A formal written complaint of employees is called (c) Grievance	1
Q.2	i.	Define HRM Any four importance of HRM. 0.5 mark for each (0.5 mark * 4)	3
	ii.	Functions of HRM Five functions 1 mark for each (1 mark * 5)	5
OR	iii.	Emerging trends in HRM Five points 1 mark for each (1 mark * 5)	5
Q.3	i.	Career planning. Meaning Two objectives 1 mark for each (1 mark * 2)	3
	ii.	Any five methods of recruitment with example. 1 mark for each methods (1 mark * 5)	5

OR	iii.	HRP meaning Process of HRP	1 mark 4 marks	5
Q.4	i.	Six points on errors in performance appraisal process 0.5 mark for each error (0.5 mark * 6)		3
	ii.	Any five type of training. 1 mark for each (1 mark * 5)		5
OR	iii.	Any five methods of performance appraisal. 1 mark for each method (1 mark * 5)		5
Q.5	i.	Purpose of job evaluation. Attempt any two:		2
	ii.	Factors affecting wages and salary administration Three factors 1 mark for each (1 mark * 3)		3
	iii.	Two Types of rewards. 1.5 marks for each (1.5 marks * 2)		3
	iv.	Three types of incentives. 1 mark for each type (1 mark * 3)		3
Q.6		Attempt any two:		
	i.	Process of grievance handing.		4
	ii.	Two types of discipline. 2 marks for each (2 marks * 2)		4
	iii.	Collective bargaining Negotiations	2 marks 2 marks	4
Q.7		Case Study: Questions:		
		(a) What do you think about Raghavan's training programme? 3 marks		
		(b) What type of sale training programme would you suggest? 3 marks		
		(c) What method of training would have been best under the circumstances? 2 marks		
		(d) Would you consider OJT, simulation or experiential methods? 2 marks		
