

(Please write your Exam Roll No.)

Exam Roll No. 21.....

END TERM EXAMINATION

FOURTH SEMESTER [BBA] MAY 2019

Paper Code: BBA-202

Subject: Human Resource Management
(Batch 2017 Onwards)

Time: 3 Hours

Maximum Marks: 75

Note: Attempt any five questions. All questions carry equal marks.

- Q1 What is Human Resource Management (HRM)? Why is it important? Why is it correct to conclude that all managers are involved in the HRM function and implementing HRM activities?
- Q2 Differentiate between traditional and strategic HRM. Small firms, like large enterprises, must engage in developing clearly stated strategic plans. Why?
- Q3 What is job analysis? Describe the necessity for job analysis in organizations. Describe the advantages and disadvantages of using interviews, observations and questionnaires for collecting information for job analysis.
- Q4 What do you mean by selection? Discuss in detail types of interviews as a method of selection. What are some errors that an interviewer may commit?
- Q5 (a) ~~Why is training an important requirement for organizations to undertake? Do you believe that acceptance of training programs would be better in organizations classified as learning organizations?~~
(b) Identify training needs for a group of new salespeople in a high-end jewellery store.
- Q6 (a) What is performance appraisal? What is its aim(s)?
(b) Suppose you are a supervisor. What errors might you make when preparing the performance appraisal on a clerical employee? How might you avoid those errors?
- Q7 (a) What is management development? Describe any two techniques of management development.
(b) What is succession planning? What happens in its absence?
- Q8 Attempt **any two** of the following:-
 - (a) Distinguish between forecasting human resource supply and demand.
 - (b) Describe some employee wellness programs offered by organizations. What features do these programs offer?
 - (c) What is total compensation? What are its components?
 - (d) What impact does internal mobility and job changes have on organization's structure and strategy?

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Exam Roll No. 10624401716

END TERM EXAMINATION

FOURTH SEMESTER [BBA] MAY-JUNE 2018

Paper Code: BBA-202

Subject: Human Resource Management

BBA(MOM)-202

BBA(TTM)-202

Time: 3 Hours

Maximum Marks: 75

Note: Attempt any five questions.

- Q1 Write notes on **any three** of the following:- (5x3=15)
(a) Induction Process
(b) Career Planning
(c) Evolution of Human Resource Management
(d) Employee welfare
(e) Internal Mobility
- Q2 Discuss the operative functions of Human Resources Management. What are the qualities of a good human resources manager? (15)
- Q3 Human Resource Planning involves the movement of an organisation, from its current manpower needs to the desired manpower needs. Discuss the various steps in human resource planning. (15)
- Q4 (a) Discuss the need for scientific selection process. (6)
(b) Discuss the various types of selection interviews. (9)
- Q5 Elaborate the need for effective training in an organisation. Also discuss the various on the job training methods. (15)
- Q6 What are the limitations of conventional methods of performance appraisal? Explain whether 360 degree appraisal would be able to overcome these limitations. (15)
- Q7 Explain the concept of job evaluation and discuss any two methods of job evaluation. (15)
- Q8 What are the challenges of New Millennium for a human resources manager? Explain what strategies need to be adopted under the circumstances? (15)
- Q9 (a) Explain the concept of ESOP. How does it motivate employees? (7)
(b) Discuss the process of Job Analysis. (8)

END TERM EXAMINATION

FOURTH SEMESTER [BBA] MAY-JUNE 2016

Paper Code: BBA-202

Subject: Human Resource Management

BBA(TTM)-202

BBA(MOM)-202

Time: 3 Hours

Maximum Marks: 75

Note: Attempt any five questions.

- Q1 Explain the operative functions of human resource management. Discuss the qualities of a good human reserve manager in the light of these functions. (15)
- Q2 (a) Discuss the uses of job analysis. (7)
(b) Prepare a Job-Description for the job of a marketing manager in a manufacturing company. (8)
- Q3 A scientific human resource planning process ensures that "The organization has the right number and the right, kind of people working in the organization at the right place, at the right time." Critically examine and elaborate the steps in human resource planning. (10+5=15)
- Q4 How do you identify the training needs of middle level managers in an organization? Also explain the methods of evaluation of training. (10+5=15)
- Q5 What are the limitations of conventional performance appraisal methods? Explain, How does 360 degree appraisal technique overcome these limitations? Examine. (6+9=15)
- Q6 Differentiate between quantitative and non-quantitative methods of job evaluation. Explain the point rating method of job evaluation. (6+9=15)
- Q7 Critically examine the social security benefits available to industrial workers in one country. What steps will you suggest to improve them? (6+9=15)
- Q8 Differentiate between any three of the following:- (5x3=15)
(a) Internal and External sources of recruitment.
(b) Career Planning and Succession planning.
(c) Performance appraisal and job evaluation.
(d) On the job and off the job training
(e) Human Resource Management and Personnel Management.

END TERM EXAMINATION

FOURTH SEMESTER [BBA/TTM/MOM] MAY JUNE - 2014

Paper Code: [BBA/BBA(TTM)/MOM]-202

Subject: Human Resources Management

Time : 3 Hours

Maximum Marks :75

Note: Attempt any five questions. All questions carry 15 marks each.

- Q1 Attempt **any five** parts of the following-
- (a) What is the importance of job analysis?
 - (b) Differentiate between Induction and training.
 - (c) State the benefits of orientation training.
 - (d) Explain how quality circles work in organizations.
 - (e) What is the difference between transfer and promotion?
 - (f) Identify the components of employee compensation.
- Q2 What are the key principle of TQM? Elaborate by taking up a suitable Indian example.
- Q3 Suppose you are the manager of a five star hotel and are required to ensure that all your employees perform at a high level to ensure customer satisfaction. Design a training programme for the front desk staff. How would you measure the effectiveness of training?
- Q4 Describe how Behaviourally Anchored Rating Scale (BARS) can be used as an effective method of performance appraisal?
- Q5 What are methods of job evaluation? Explain.
- Q6 Compare and contrast the advantages and disadvantages of internal and external sources of recruitment.
- Q7 Critically review the social security system in India for the welfare of workers.
- Q8 Explain how we can assess the effectiveness of human resource policies and activities?

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END TERM EXAMINATION

FOURTH SEMESTER [BBA] MAY-JUNE-2013

Paper Code: BBA202

Subject: Human Resource Management

BBA(TTM)202

BBA(MOM)202

Time : 3 Hours

Maximum Marks :75

Note: Attempt all questions. Internal choice is indicated.

- Q1. Write short notes of on any three of the following: (15)
- (a) Job Analysis
 - (b) Internal Sources of Recruitment
 - (c) Induction
 - (d) Career Planning
 - (e) Evaluation of Training
- Q2. "Human Resource Planning is a process wherein an organization moves from it's current manpower position to the desired manpower position." In the light of this statement, analyse the significance of human resource planning in an organization detailing the steps involved in the process. (15)
- Or
- Explain the need for scientific selection in an organization. "It is better not to select than selecting a wrong candidate." Justify the statement.
- Q3. "The management of human resources has become a challenge in the light of ever-changing environment." Comment. Also discuss the challenges being faced by Human Resource professionals. (15)
- Or
- Describe the methods of training middle level managers in an organization. Which method do you think is the best? Give reasons.
- Q4. Discuss the limitations of the conventional performance appraisal techniques. Justify whether 360 degree appraisal technique overcomes these limitations. (15)
- Or
- Differentiate between job evaluation and performance appraisal. Discuss the Factor Comparison method of job evaluation.
- Q5. Discuss the various social security measures available to industrial workers in our country. (15)
- Or
- Discuss the process of TQM in detail. How does it differ from conventional quality control methods?

END TERM EXAMINATION

FOURTH SEMESTER [BBA/BBA(TTM)], MAY – 2011

Paper Code : BBA/BBA(TTM) - 202

Subject : Human Resource Management

Paper Id : 17/50202

Time : 3 Hours

Maximum Marks : 75

Note : Attempt any Six questions in all. Q. 1 is compulsory. Q. 2 to Q. 8 are of 12 marks each.

Q. 1. Answer any **Five** of the following as short notes : **(5×3)**

- (a) Difference between I.Q. and E.Q.
- (b) ESOP, TOM, Kaizen and Six Sigma.
(Give brief explanations to these terms)
- (c) Methods of training.
- (d) "OSHA" in context to Health and Safety Measures.
- (e) Job description and Job specification.
- (f) Significance of an Induction Programme.
- (g) Personnel Management Vs. HRM.
- (h) Difference between Mentoring and Coaching.

Q. 2. Comments on the following statements :

- (a) Human Resource Planning is a futile exercise in the fast changing environment. **(6)**
- (b) Performance Appraisal does not stop at appraising employees, it goes on to managing performance. **(6)**

Q. 3. (a) Discuss the relevance of using Psychological Tests in employer selection. **(6)**

- (b) Suggest some measures to prevent the perception / psychological errors in using the psychological tests. **(6)**

Q. 4. Explain the term “Training Need Analysis”. What is its relevance in a training programme? How is it carried out? (12)

Q. 5. How is traditional HRM different from the strategic one? Explain the development of the HRM profession. (12)

OR

Comments on the various strategic HRM themes of the HR - performance linkage : reengineering, leadership, competency mapping and workplace learning.

Q. 6. Explain the benefits of a healthy and safe workplace. What is the role of HRM specialist in providing a safe and healthy environment for employees? (12)

Q. 7. (a) What does job-evaluation have to do with internal equity and efficiency? (6)

(b) Is there any difference between “Potential Appraisal” and “Succession Planning”? What is the purpose of both? (6)

Q. 8. How would you as an HR Manager select the best candidate in a selection interview for the post of Manager “Corporate Social Responsibility Cell / Affairs” ? (12)

