



II Semester M.B.A. (Day) Degree Examination, June 2009

(2007-2008 Scheme)

MANAGEMENT

Paper – 2.4 : Human Resources Management

Time : 3 Hours

Max. Marks : 75

SECTION – A

Answer **any six** questions. **Each** carries **two** marks.

(6×2=12)

1. a) Define HRM.
- b) What is Competency Mapping ?
- c) Define HRP.
- d) Write two differences between Recruitment and Selection.
- e) Define Industrial Dispute.
- f) Define Trade Union.
- g) What is 360° Performance Appraisal ?
- h) What is meant by lay-off and strike ?
- i) Define Reward.

SECTION – B

Answer **any three** questions. **Each** question carries **eight** marks.

(3×8=24)

2. Discuss the process of job analysis, with two examples.
3. Discuss the methods of valuing human resource in IT companies.
4. What are the types of interviews ?
5. Discuss important methods of performance appraisal.
6. What are the important causes for industrial disputes ?

P.T.O.



SECTION – C

Answer **any two** questions. **Each** question carries **12** marks. (2×12=24)

7. Explain statutory and non-statutory methods of resolving industrial disputes with examples.
8. What is training programme ? Discuss some important methods of training and development.
9. Trade Union Movement is in crossroads today. Discuss some important external and internal causes that lead to the downfall of Trade Union Movement in India.

SECTION – D

Case Study – Compulsory (1×15=15)

10. Read the case and answer the questions.

UNWANTED PROMOTION

Mrs. Deena joined Syndicate Bank as a clerk after M.Sc., in 1968. She was aspiring for the promotion to the Officer's post. She completed CAIIB to which certain weightage is given in promotion. After getting the eligibility service in 1972 she applied for officer's post in the bank under the promotion quota.

She could not get the promotion as her score in the written test was quite low. But at that time she was transferred to her native town, i.e., Rajahmundry. She tried for Officer's post several times but could not succeed. She was vexed with her trials. But she was elected to the office of President of local branch of Bank Employees' union. Since then she has become a problem to the management. She could solve a number of problems of the members of her union.

Consequently almost all the clerks of the branch joined her union. However, she has been continuing her trials for officer's post. She was not given the promotion in 1980 though she got more than the minimum score in the written test on the ground



that her interview score was less than the minimum. In fact, the confidential report of the branch manager regarding her trade union activities worked against her in this case. With this failure she decided not to make any further trials and activated the trade union activities. Further, she started a business of dealership in automobiles. She succeeded in diverting the deposits of the business community in her bank to other banks. Management has decided to promote her to the Officer cadre based on the recommendations of the new branch Manager. One day Mrs. Deena received appointment order for the Officer's post from the head office of the bank. All the colleagues including the branch manager congratulated her. But she said that she does not want that promotion. It was a quite surprising to all of them.

Questions

- 1) Do you think that the management's action of not selecting Mrs. Deena in 1980 basing on the confidential report of the Branch Manager is right ?
 - 2) Why does Mrs. Deena not want promotion ?
 - 3) Explain the theoretical base related to this case.
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