



PG – 116

II Semester M.B.A. (Day) Degree Examination, June/July 2012  
(2007-2008 Scheme)

MANAGEMENT

Paper 2.4 : Human Resources Management

Time : 3 Hours

Max. Marks : 75

SECTION – A

1. Answer **any six** questions. **Each** question carries **two** marks. (6x2=12)

- a) Mention the objectives of HRM.
- b) Define HRP.
- c) What is employee leasing ?
- d) What are the constraints on recruiting errors ?
- e) What do you mean by Job rotation ?
- f) Define Wages.
- g) What is 'Halo Error' in performance appraisal ?
- h) Distinguish between intrinsic and extrinsic rewards.

SECTION – B

Answer **any three** questions. **Each** question carries **eight** marks. (3x8=24)

2. Explain the line and staff role of HR manager.
3. Discuss suitable sources for recruiting software professionals.
4. Explain about 360° appraisal system.
5. Is employment protection legislation necessary in an era of HRM ?
6. State the functions and role of Trade Unions in India.

P.T.O.



## SECTION - C

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

7. List out various dimensions of Human Resource Planning.
8. Select a particular department in an organization and discuss the case of performance evaluation and control.
9. Explain the common policies of Union and Management in collective bargaining.

## SECTION - D

## Case Study (Compulsory)

10. Read the following case and answer the questions given below : **(1×15=15)**

Mr. Ravi is a Branch Manager of a Scheduled Bank at one of its village branches. His staff included two clerks and an attendant. Very often Mr. Ravi was left alone in the bank after 5 pm to tally accounts, day books and complete all other formalities. On 30<sup>th</sup> March, Mr. Ravi was working till past 2 a. m. tallying the accounts since hardly one day was left for closing the accounts of the year. On this fateful night, the branch manager was attacked by robbers, who looted Rs. 5 lakh after brutally wounding Mr. Ravi's right hand, which had to be amputated later. After his recovery, the branch manager applied for compensation. The Management of the Bank was of the opinion that Mr. Ravi, violated the job specification by working beyond the stipulated hours of work. He, in their view, was not entitled to any compensation as the incident occurred during non-employment hours. They also called for an explanation as to why the amount lost cannot be recovered from his Salary and Provident Fund.

**Questions :**

- 1) How do you justify the bank's stand in this case ?
- 2) What modifications do you suggest in job specification to overcome such incidents in future ?
- 3) Apply Labour Laws to the stand of the Management in the recovery from Salary and Provident Fund.