

Roll No.....

Total No. of Printed Pages: [2]

Total No. of Questions: [10]

MBA (Semester – 2nd)
HUMAN RESOURCE MANAGEMENT
Subject Code: MBADS1224
Paper ID: [20260112]

Time: 03 Hours

Maximum Marks: 60

Instruction for candidates:

1. Section A consists of 10 compulsory short notes of two marks each.
2. Section B consists of Four Units (Unit – I, II, III & IV). Each unit contains two questions of 8 marks each. Student has to attempt one question from each unit.
3. Section C (8 Marks): A short Case Study related to the syllabus.

Section – A

(2 marks each)

Q1. Attempt the following:

- a) Define Human Resources Management
- b) Discuss HRM & HRD
- c) Discuss Methods of Recruitment & Selections.
- d) Define Capacity Building
- e) Discuss the importance of Aligning Training to Business Needs
- f) Define ESOPs & Fringe Benefits.
- g) Discuss Various Approaches and Techniques for improving QWL
- h) Discuss about Incentive Plans
- i) Define Collective Bargaining
- j) Define Participative Management

Section – B

(8 marks each)

UNIT-I

- Q2. Discuss about Line and Staff Responsibility of HR Managers.
- Q3. Discuss the terms Job Description, Job Specification and Job Evaluation

UNIT-II

- Q4. Differentiate between Training & Development in detail.
- Q5. Discuss the terms of internal Mobility Promotion, Transfer, Demotion and Separation.

UNIT-III

- Q6. Discuss various Issues and Ethics in Performance Appraisal
- Q7. Discuss various Elements & Methods of Wage & Salary

UNIT-IV

- Q8. Differentiate between HR and Industrial Relations (IR).
- Q9. Discuss about Fundamentals of Labour Laws and Overcoming harassment at workplace

Q10. Case Study:

Jane has just been hired as the head of the Payroll Department at R&S Electronics Service Company, a firm of 75 employees. She was hired by Eddie, the General Manager of the company, who informed her of the need for maintaining strict confidentiality regarding employee salaries and pay scales. He also informed her that he fired the previous Payroll Department head for breaking that confidentiality by discussing employees' salaries. She was also formally introduced to Brad, the owner, who told her to see him if she has any questions or problems. Both Brad and Eddie made her feel welcome.

After three months of employment, Jane begins to wonder why Greg makes so much more in commissions than the other service technicians. She assumes that he must be highly qualified and must work rapidly because she has overheard Brad commending Greg on his performance on several occasions. She has also noticed Brad, Eddie, and Greg having lunch together frequently.

One day, Eddie gives Jane the stack of work tickets for the service technicians for the upcoming week. The technicians are to take whatever ticket is on top when they finish the job they were working on. After putting the tickets where they belong, Jane remembers she has a doctor's appointment the next morning and returns to Eddie's office to tell him she will be reporting late for work. When she enters Eddie's office, she sees Eddie give Greg a separate stack of work tickets. As she stands there, Eddie tells her if she mentions this to anyone, he will fire her. Jane is upset because she understates that Eddie is giving the easier, high-commission work to his brother. Jane also realizes that Eddie does have the authority to hire and fire her. Since she has only been at the company a short time, she is also still on probation. This is her first job since college. She wonders what she should do.

Answer the following questions

1. How can this situation be prevented from occurring again?
2. What Are the Ethical Issues?
3. Which alternative would you choose if you were in her (Jane's) position?