

Seat No.	
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M.B.A. (Part - I) (Semester - II) (CBCS) (New)
Examination, December - 2017
HUMAN RESOURCE MANAGEMENT (Paper - XI)
Sub. Code : 68312/57114

Day and Date : Wednesday, 13 - 12 - 2017**Total Marks : 80****Time : 2.30 p.m. to 5.30 p.m.**

- Instructions :**
- 1) **Q.No. 1 and 2 are compulsory.**
 - 2) **Attempt any two questions from Q.3 to Q.5.**
 - 3) **Figures to the right indicate full marks.**

Q1) Read the following case carefully and answer the questions given at the end of the case- **[20]**

The Loha Manufacturing Company is in a very competitive metal products business. It employs 4,000 employees. Because of the similarity in the product design and competitive prices with those of its competitors, it maintains its sales by emphasizing quality and service. About a year ago the company lost two of its major customers, who had been dissatisfied with excessive manufacturing defects. After studying the problem, the company decided that its basic engineering was sound but carelessness and lack of quality consciousness on the part of production workers, inspectors, and manufacturing supervision were a prime cause of trouble. Accordingly, it introduced a quality control programme to solve the problem.

The course was given after working hours from 7pm to 9 pm each Thursday for 10 weeks. Employees were not paid any additional amount to attend the classes. Technically, attendance was voluntary; however, management intimated that employees who attended sincerely would have the fact recorded in their personnel records. This fact would be considered in future pay and promotions. The course was taught by a staff engineer from the quality control department.

The course methodology mainly consisted of lectures, and at times movies on quality control and some discussions. The course was open to all interested employees in the plant, including supervisors. Attendance at the early sessions averaged around fifty. Towards the end of the course it had declined to about twenty-five.

P.T.O.

Questions-

- a) Analyze the case.
- b) Are there any other training methods that could properly have been used?

Q2) Read the following case let and answer the questions- [20]

The foundry has always been regarded as one of the worst places to work in the Mohan Manufacturing Company. The work is hot, dirty and heavy. Brawn rather than brains is considered the chief requirement to get the job done. Yet according to the job evaluation plan, "physical ability" and "working conditions" are weighted relatively lower than "responsibility", "training", and "skill". As a consequence, most of the foundry jobs are related at the bottom of the wage scale.

In recent years it has become increasingly difficult to get employees for the foundry. Management has had to take men who could not get job elsewhere- thus further lowering the already low social status of the foundry in the eyes of the other men in the plant. The whole matter has now reached a crisis. There are now 17 vacancies in the foundry and it is impossible to hire new men at the evaluated rate.

Questions-

- a) How should this problem be handled
- b) How should management deal with the reactions of other workers if it decides to increase wages in foundry but not in other departments?

Q3) a) Describe the changing role of Human Resource Management in the current scenario. [10]

- b) What is Human Resource Development? Discuss the significance of HRD. [10]

Q4) a) What factors are affecting the recruitment of any organization? [10]

- b) What is performance appraisal? Discuss the problems of performance appraisal. [10]

Q5) Write short notes on (Any Four) :

- a) Scope of Human Resource Management.
- b) HRD Climate.
- c) Job Description.
- d) Placement.
- e) Methods of Training.
- f) Employee Benefits.

