

Seat No.	
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**M.B.A. (Part - I) (Semester - II) (CBCS) Examination,
December - 2014
HUMAN RESOURCE MANAGEMENT (Paper - XI) (New)
Sub. Code : 57114**

Day and Date : Friday, 12 - 12 - 2014**Total Marks : 80****Time : 2.00 p.m. to 5.00 p.m.**

- Instructions :**
- 1) Q No. 1 and 5 are compulsory.
 - 2) Attempt any two from Q No. 2, 3, and 4.
 - 3) Figures to the right indicate full marks.

Q1) Read the following case carefully and answer the questions given below it. [20]

Mr. Krishnan attended a behaviour modification programme in Indian Institute of Management, and was impressed with the programme. He started using it on the workers in his department. He identified several critical behaviors, measured and analyzed them, and used a positive reinforcement /extension intervention strategy. His evaluation showed a significant improvement in the performance of his department and he got stuck to the programme. In fact, he was seen commenting to another supervisor "This contingent reinforcement method really works, better than the human relation difficult to understand anybody. I am nice to people only contingent upon their good performance. That makes a lot of sense than just being good to everybody." The other supervisor commented "You are being reinforced for using the reinforcement technique on your people". Krishna said, "Yes, surely, behaviour that is reinforced will strengthen and repeat itself."

A few weeks later, the Plant manager, Mr. Bose, called Mr. Krishna and told him "your department has shown substantial increase in performance since you completed the behaviour modification programme. I have sent our Industrial Engineer to your department to analyze your standards. It looks like, from the report, that we will have to adjust your rates upward by ten percent. Otherwise we have to pay too much incentive pay. I hope you will use the behaviour modification technique to break the news to your people. Good luck, and keep up the good work."

Questions

- a) What do you think will be Mr. Krishna's reaction to Mr. Bose, now and in the future?
 - b) How can behaviour modification be used in the new situation with revised rates?
- Q2) a) What is the meaning and functions of HRM? [10]**
- b) Discuss the process of human resource planning. [10]**
- Q3) a) Describe the components of compensation. [10]**
- b) Explain the importance and process of training. [10]**
- Q4) a) Explain the concept of internal and external mobility of employees. [10]**
- b) Discuss the sources of recruitment. [10]**
- Q5) Write short notes (any four) : [20]**
- a) Steps in the selection.
 - b) Succession Management
 - c) Employee Engagement
 - d) Job Description & Specification
 - e) Qualities of HR manager
 - f) HR in Virtual Organisation
