

Seat No.	
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M.B.A. (C.B.C.S.) (Part - I) (Sem. - II) Examination, December - 2016
Human Resource Management (Paper - XI)
Sub. Code : 57114

Day and Date : Thursday, 01 - 12 - 2016

Total Marks : 80

Time : 2.30 p.m. to 05.30 p.m.

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

Q1) Analyze the case and answer the questions below.

[20]

Panditrao Kadam, operator of successful restaurants for nearly 30 years, has recently stated that the most critical step of adult education is not to learn but to unlearn, He contends that new behaviours will never be used until the old ones are unlearned. Many academic scholars agree with him. As a simple example, let us say you are a restaurant manager and you want your wait staff to provide customers with a stand-up list of starters. You bring in the staff, tell them what you want them to do, and present a video covering the correct way to use stand-up menus. No doubt, you have provided training. Why, then, are the staff not using the stand-up starters menus a week later? The answer is simple. The training did not cover what needed to be unlearned—the habit of initially interacting with customers by asking whether they are ready to order. The workers need to replace the ingrained behaviour with the new behaviour of providing the stand-up menu. Changing a typical way of doing something is difficult. Unlearning and replacing with a new behavior works best if there is a motivating context. For example, the shift to providing stand-up menus might occur most quickly if the wait staff is made aware of the slim profits in selling entrees versus appetizers. Now the staff is more likely to get on board with this simple change.

Questions :

- a) Do you think unlearning is an important step in learning?
- b) How can unlearning be accomplished?

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- Q2)** a) What do you mean by Recruitment? Explain its sources. [10]
b) What are the various functions of HRM? [10]
- Q3)** a) Explain the importance of Succession Planning. [10]
b) Which are the factors influencing Wage and Salary. [10]
- Q4)** a) Analyse the process of Performance Appraisal. [10]
b) How employer branding is important for the organization. [10]
- Q5)** Write Short notes on (Any four out of six) [20]
- a) Induction Programme.
 - b) HRD
 - c) Dual Career
 - d) Qualities of HR Manager.
 - e) External Mobility.
 - f) Flexi Time.

