

Seat No.	
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M.B.A. (Part - I) (Semester - II) Examination, Nov. - 2013
HUMAN RESOURCE MANAGEMENT (Paper - XI) (New Regular)
Sub. Code : 48330

Day and Date : Saturday, 30 - 11 - 2013

Total Marks : 70

Time : 10.00 a.m. to 1.00 p.m.

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

Q1) Read the case and give answers to the questions given below it . **[20]**

As a result of rapid growth of sales, the Thompson company had to double the size of the central secretarial pool. Many of the central secretarial staff, aged about 40 to 50, had been with the company since its beginning. No body is having more than a highschool education. Subsequently 10 new secretaries were recruited with advanced data processing skills. They had college education. They are in their Twenties. Unexpectedly, the performance level of the pool fell off drastically even though doubled in size. The manager interviewed a few of the old staff members and he learnt that the new secretaries just did not fit in. They were uncooperative, do not listen and do not take messages. When their mistakes were corrected they got offended. When new secretaries were interviewed, they told that the old secretaries refused to accept new secretaries. Their new ideas were also rejected. They complained their inability to use new knowledge and skills and the older secretaries do not socialise with new secretaries.

Questions :-

- a) What are the causes of declining productivity of the group?
- b) What are your recommendations for improving the situation?
- c) Give suitable title to the case?

P.T.O.

Q2) a) What is human resource management? Explain its functions in the industry. [8]

b) Discuss the objectives and scope and significance of HRM. [7]

Q3) a) Explain the challenges of HRM with respect to changing technology and increasing number of women in the industries. [8]

b) What functions does a HR Manager do in the industry? What are his qualifications and qualities? [7]

Q4) a) What is the significance of ethics in HR? [8]

b) Explain the aspects of line and staff functions of employees. [7]

Q5) Write short notes (any four) : [20]

a) Job Evaluation.

b) Recruitment.

c) Selection.

d) Maintenance.

e) Integration.

f) Changing demographics of employees.

