

Seat No.	
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**M.B.A (Part - I) (Semester - II) Examination, May - 2014****Human Resource Management (CBCS)****Sub. Code : 57114**

Day and Date : Thursday, 15 - 05 - 2014

Total Marks : 80

Time : 10.30 a.m. to 1.30 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 case carefully and answer the questions given below it. [20]

Workers of GM Ltd. were not taking interest in doing their jobs. Hence quality was taken care of by the Inspection Department. A special group of highly skilled mechanics was set up to look after the quality issues. When division general manager called the meeting, the Production manager Mr.Sawant told that there were problems in the engineering department, where designing work is not done with due care. He blamed personnel department for not selecting people more carefully and not involving trade union in the problem solving. Labour turnover and absenteeism was more.

Mr. Kale, the chief engineer told that engineering was doing well. Mr. Kadam, personnel manager, told that his department was not involved in the selection of employees. The union was very strong. He added that the assembly work being very dull and drudgery, employees are not expected to take much interest in this work beyond their pay packets. He said that assembly work may be enlarged to develop worker involvement and reduction in the labor turnover and absenteeism. For this workers may be given varieties of tasks in the teams and they may be rotated from department to department for giving them challenging work.

These suggestions were implemented and it was found that a great dissatisfaction was created and workers went on strike because workers felt that new scheme was framed to extract more work without increasing the pay.

**P.T.O.**

The divisional manager and personnel manager were surprised to note this new problem.

**Questions**

- a) What are the major issues in the case?
  - b) What went wrong with new programme?
  - c) What is your solution on this problem?
- Q2) a) What are the objectives and importance of HRM? [10]**  
b) Differentiate between personnel management and human resource management. [10]
- Q3) a) Define selection and give detailed account of steps in the selection process. [10]**  
b) Describe the factors affecting the wage and salary. [10]
- Q4) a) What is the importance and process of performance appraisal? [10]**  
b) Explain the concepts of HR accounting and HR auditing? [10]
- Q5) Write short notes (any four) [20]**  
a) Flexi Time  
b) Dual Career  
c) Glass Ceiling of employees  
d) Challenges of HRM  
e) Fringe Benefits  
f) Strategic HRM

