

## **MBAC 2003**

M.B.A. DEGREE EXAMINATION,  
JANUARY 2022

Second Semester

General (Common Paper)

HUMAN RESOURCES MANAGEMENT

Time : Three hours

Maximum : 100 marks

PART A — (5 × 6 = 30 marks)

Answer any FIVE of the following questions.

1. Define Human Resources Management.
2. What is Manpower Planning?
3. Define HRD.
4. Explain employees morale.
5. What is collective bargaining?
6. What are trade unions?
7. Explain the concepts of workers participation in management.
8. Explain Quality of Work Life.

PART B — (5 × 10 = 50 marks)

Answer any FIVE of the following questions.

9. Explain the organisation and functions of the HR and Personnel Department.
10. Discuss the HRM issues in the context of outsourcing as a strategy.
11. Elaborate the different types of training and development methods.
12. Explain the principal compensation issues and management.
13. Discuss the causes of conflict and methods to resolve conflict.
14. Evaluate the disciplinary process in an organisation.
15. Describe the methods of performance appraisal.
16. Analyse the reasons for stress and suggest ways to manage stress.

PART C — (1 × 20 = 20 marks)

Case Study (Compulsory questions)

17. The Reliance Communications was established in 2005. It had its plants in six areas in the country. The company provided both in-company and out-companies executive development

programmes. In Company programmes included orientation programmes for apprentice Assistant Executive Engineers. It had a staff college at Bangalore. Programmes were conducted at staff college for all types of personnel. In-company programmes included quality management, participative management, time management, etc.

The best faculty was drawn from Indian Institute of Management, Universities, Professional Bodies etc. Apart from the four permanent and internal faculty. At present all the four permanent faculty positions are vacant.

Evaluation of management development programmes is done as a ritual rather than to make it a part of development process. Evaluation of in-company programme is done at staff college with the objectives of knowing the participants learning and to know how far the participants have found the programme useful. The staff college sends no formal feedback to the functional heads of the departments and also to the corporate personnel and administrative department. It appears to be no formal system that provides the feedback from the participants and out company programmes to their respective functional heads.

There exists no evaluation model with pre-training and post-training evaluation and no efforts are made to develop evaluation techniques.

Questions :

- (a) Find out the reasons for the unsatisfactory conditions of evaluation of management development programmes?
  - (b) How do you improve the conditions of evaluation of management development programme?
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