

**MBHR 3001/MBLG 4005**

M.B.A. DEGREE EXAMINATION, JUNE 2015.

Third Semester

Human Resource Management

HUMAN RESOURCE DEVELOPMENT

(2012-2013 Batch onwards)

Time : Three hours

Maximum : 100 marks

PART A — (5 × 6 = 30 marks)

Answer any FIVE questions out of Eight questions.

1. State the importance of Human Resource Management.
2. Explain the employee services and benefits.
3. Narrate the characteristics of management professional.
4. What are the characteristics of a group?
5. Write short notes on Brainstorming.
6. State the value of role playing.
7. Why is the Human Resource planning needed?
8. Write short notes on Reduction and retention.

PART B — (5 × 10 = 50 marks)

Answer any FIVE questions out of Eight questions.

9. Discuss the role of personnel manager.
10. Describe the Factors responsible for the Development of personnel management.
11. Elucidate the Bench Mark Principles of human Resource management.
12. What are the different types of groups? Distinguish between formal and informal groups.
13. Describe in brief the different methods of Training.
14. Discuss the components of management development programme.
15. Describe the career management process.
16. Discuss principles of learning with illustrations.

PART C — (1 × 20 = 20 marks)

(Compulsory)

17. Case Study :

DASS Department Stores :

Is a multi-division, multi-locational largest department stores based in New Delhi. The stores directly sells to its growing number of customers, variety of consumable goods and electronics items of household requirements.

The proprietors have decided to start in about a years period from now on (4) four more departmental stores in the cities of Mumbai, Chennai, Bangalore, Kolkata. The Director Incharge of this expansion plan is not aware of the planning recruitment and selection techniques of the modern time. you have to make a manpower plan for this project. The requirements of experienced, fresh personnel in various activities of the departmental stores to start in the cities may be assured for large store. The departments will include, HR, accounts, finance, purchase marketing, sales, stores, security, godown keeper, warehousing and transport (by their own trucks).

- (a) Draw a manpower plan for each store in each city.
- (b) Mention sources of manpower to be recruited, and the type of employees to be engaged, giving their specification.

make communication with individual employees and employee groups quick and easy. With the software's human resource management system, an HR executive can send e-mails directly to employees from their demographic records. Part of Perfect HR executive can send e-mails directly to employees from their demographic records. Part of Perfect HR also provides interoperability with Perfect Payroll or any other payroll outsource providers. This ensures organizations real-time updating between HR and Payroll systems ensuring that the HR and Payroll departments are working with the most current and up to date employee data.

Question:

How these facts and figures help the Top management to run the business in an effective way?

**MBHR 3002/GN 3002/MBLG 3002**

M.B.A. DEGREE EXAMINATION, JUNE 2015.

Third Semester

Human Resource Management

PERFORMANCE MANAGEMENT

(2012-2013 Batch onwards)

Time : Three hours

Maximum : 100 marks

PART A — (5 × 6 = 30 marks)

Answer any FIVE questions out of Eight questions.

1. Explain the significance of job analysis.
2. What are the causes of employees' effectiveness?
3. How do competencies differ from skills and knowledge?
4. What are the aims of performance management?
5. Explain the features of performance Appraisal.
6. Narrate the challenges of performance appraisal.
7. Explain the steps to be followed while introducing a good potential appraisal system.
8. What are the factors influencing employee's morale?

PART B — (5 × 10 = 50 marks)

Answer any FIVE questions out of Eight questions.

9. Discuss the organization factors before assigning work to an employee.
10. Describe the steps undertaken in the process of job analysis.
11. Enumerate the modern methods of performance appraisal.
12. Describe learning (Process) theory Behaviour modification approach of employees' motivation.
13. Elucidate the multiple proposes of performance assessment.
14. Discuss performance Appraisal methods.
15. Discuss the Ethical issue and features of code with regard to performance management.
16. Discuss the characteristics of an effective Team.

PART C — (1 × 20 = 20 marks)

(Compulsory)

17. Case Study:

The Human Resource software module known as Perfect HR is designed to help companies in any industry, or any size, bring the challenging task of HR record keeping and government reporting under control. The software can truly aid the HR professional by combining bits of information to produce studies and analyses that help businesses define their future. Perfect HR is a browser-based software solution, providing capabilities for a human resources department to manage thousands of employee records in a clear easy to use format. Extensive information can be available at a HR manager's fingertips through this HR software aiding in protecting an organization's most valuable asset, the Human Capital.

Perfect HR makes viewing employee data simple and easy. There are custom search capabilities to aid in finding employee information and working on employee records. A HR manager can tailor the HR software by changing field names and search options. This can make the system easier to navigate and to use, maximizing the effectiveness of time and other resources. Further, integrated e-mail capabilities in this software

In many cases, reusing knowledge is nontrivial. This counterintuitive result is generally due to two particular problems. In an organization of more than moderate complexity, it is difficult to locate the knowledge to be reused. Workers may be unaware that the knowledge they need is available. The knowledge may be held in the organization and correctly identified, but may simply be in the wrong form for the task; the essential information may be only implicit in the repository. The knowledge may have to be reconfigured in some way to meet the requirements of the task at hand. In addition, the knowledge may require some partial modification. Here, understanding the knowledge requirements of both the users and their tasks is the key to understanding, identifying, and using the correct knowledge from the various sources. This in turn would enable more leverage to be gained from the knowledge already at hand, thereby increasing the returns on the investment in those knowledge assets.

Question:

Analyse the importance of knowledge and how it can be used in an organization?

**MBHR 3003/MBLH 3001**

M.B.A. DEGREE EXAMINATION, JUNE 2015.

Third Semester

Human Resource Management

KNOWLEDGE MANAGEMENT

(2012 – 2013 Batch Onwards)

Time : Three hours

Maximum : 100 marks

PART A — (5 × 6 = 30 marks)

Answer any FIVE questions out of Eight questions.

1. What is knowledge management from the process perspective?
2. Identify Holtshouse key attributes of knowledge management.
3. What are the three categories for the placement of knowledge assets?
4. Why business organizations need K. M.?
5. Explain the Three levels of Business enterprise knowledge.

6. How Enterprise knowledge portals play an essential role in helping companies KM system of business decisions?
7. Explain the organizational perspectives on K.M.
8. Narrate the three major approaches to knowledge acquisition from individuals and groups.

PART B — (5 × 10 = 50 marks)

Answer any FIVE questions out of Eight questions.

9. Analyse the approaches on obtaining consensus on three major dimensions of KM.
10. Discuss the methods of Tacit knowledge capture from Individuals and groups.
11. Elucidate the four key dimensions of business that form the core of Intellectual capital model.
12. Describe the three different types of bench marking for industry wide best practices that lead to superior performance.
13. Discuss the KM skills and competencies that draw on the practical experience of organizations in a wide range of sectors.

14. Describe the contribution of (CKOS) Chief Knowledge Officers for KM goals.
15. Discuss the types of KM roles observed in a wide range of private and public sector organizations.
16. Discuss the strategic implications of knowledge sharing.

PART C — (1 × 20 = 20 marks)

Compulsory

17. Case Study :

A knowledge repository should be a one-stop shop for knowledge application. Employees should be able to find out what they need in order to access, understand, and apply the cumulative experience and expertise of the organization. In this way, knowledge workers can concentrate on doing their actual work and not lose precious time trying to find all the bits and pieces of knowledge and know-how that have already been captured, coded, vetted, and made available to them. Reuse of proven knowledge not only can serve to increase efficiency and effectiveness but can free up knowledge workers to devote their efforts to innovative and creative knowledge to be added to corporate memory, as opposed to reinventing what has already been developed or solved.

There are many areas of labour welfare that are not covered by statutory regulations. However, some amenities which were considered fringe benefits in earlier times are now deemed important for the worker's well being. We will now consider the present state of affairs with regard to labour welfare, amenities, both statutory and non-statutory, and the areas for improvement as suggested by the Committee on Labour Welfare (CLW) and the National Commission on Labour. A draft scheme of unemployment insurance has been under consideration of the government. It proposes to cover workers who are earning less than Rs.500 per month and are members of the EPF. Resources are to be raised through contributions from workers at 0.35% of their wages and an equal amount from employers. The unemployment benefit, i.e. half the average wage, would be available to the worker if he completes a year's service and fulfils the other qualifying requirements.

Question:

- (a) Are the schemes given for Labour welfare sufficient?
- (b) Suggest some other schemes for the improvement of Labour?

**MBHR 3004 / MBLH 4001**

M.B.A. DEGREE EXAMINATION, JUNE 2015.

Third Semester

Human Resource Management

INDUSTRIAL RELATIONS MANAGEMENT

Time : Three hours

Maximum : 100 marks

PART A — (5 × 6 = 30 marks)

Answer any FIVE questions out of Eight questions.

1. State the importance of Industrial Relations?
2. State pre-requisites of successful collective bargaining.
3. Narrate the role of a conciliator.
4. Explain the structure of trade Union in India.
5. Explain the objectives of the Indian Labour conference.
6. What are the objectives of any two important constituents of tripartite consultative machinery?
7. What are the main problems of Indian Trade Unions?
8. Classify the industrial disputes.

PART B — (5 × 10 = 50 marks)

Answer any FIVE questions out of Eight questions.

9. Discuss the scope and aspects of Industrial Relations.
10. Describe the characteristics of Indian Industrial Relations system.
11. Define collective bargaining. What are the main features of collective bargaining?
12. What do you mean by Arbitration? Discuss the types of Arbitration.
13. Describe the functions of Trade union.
14. Enumerate the recommendations of National Commission on Labour for strengthening Trade unions in India.
15. Discuss the vital role played by various committees to implement a uniform and co-ordinated labour policy in the country.
16. Elucidate the objectives of worker's participation in management.

PART C — (1 × 20 = 20 marks)

Compulsory

17. Case Study:

Chatterjee estimated that if an employee qualifies for all the benefits available under the various schemes framed under the EPF and Family PF Act, he can get 16% of his wages per month accumulated over the years plus the accumulated interest, and a retirement benefit of Rs. 4,000 in lieu of family pension. In the case of his death his family gets all his PF accumulation with interest, a lumpsum of Rs. 1,000, family pension for 7 years at an enhanced rate, then after 7 years at the usual rate, a maximum of Rs.10,000 under the deposit linked insurance scheme. There is no doubt that workers if they are willing to comply and save need not fear for the future, for themselves, or their families. Two other schemes of general applicability, though a little beyond the scope of this study, are life insurance and the Public PF scheme which is managed by the National Savings Organization and intended for lawyers, doctors, artists and other self-employed people. The scheme seeks to encourage savings among these groups by offering incentives like income-tax rebate on deposits, tax-free interest, protection against attachment of courts, etc.



**MBHR 3005**

M.B.A. DEGREE EXAMINATION, JUNE 2015.

Third Semester

Human Resource Management

EMPLOYEE LEGISLATION

(2012-2013 Batch onwards)

Time : Three hours

Maximum : 100 marks

PART A — (5 × 6 = 30 marks)

Answer any FIVE out of the following.

1. Explain the principles of Labour legislation.
2. What is social security and why it is needed?
3. Define contract Labour and mention the duties of contract labour.
4. What are the types of wages?
5. How do you calculate Gross profit in bonus and also mention the Minimum and Maximum of bonus?
6. What are the benefits of workmen compensation?

7. Why do workers join a Trade union?
8. What are the salient features of Quality of work life?

PART B — (5 × 10 = 50 marks)

Answer any FIVE out of the following.

9. Explain the historical dimensions of Labour and employee legislation in India.
10. Explain the reasons for industrial disputes? Bring out the necessary steps to prevent disputes.
11. Outline the steps to be followed in developing an effective health and safety programme.
12. Elucidate the payment of wages act 1936.
13. Differentiate between organized and unorganized labour.
14. How does maternity benefit Act 1961 help woman? Discuss.
15. What are the roles of human capital?
16. Discuss the Pros and Cons of legal system in India.

PART C — (1 × 20 = 20 marks)

(Compulsory)

17. Case study:

"As the field of science and technology advances, the management tendency is to replace human beings by automation and Robotics systems as they think that human beings are too adamant and very difficult to handle the present industry practices.

Question:

Do you agree? Why or why not?