



12. (a) Discuss the need for human resource planning at global, national, industry and company levels.

Or

- (b) Discuss the various internal and external sources of recruitment.

13. (a) Discuss various on-the-job and off-the-job training methods.

Or

- (b) Explain the process of knowledge management.

14. (a) Discuss the various financial and non-financial rewards in motivating modern employees.

Or

- (b) Discuss the various strategies for a successful career.

15. (a) What are the barriers to performance evaluation?

Or

- (b) What are your strategies for successful transfer and separation?

PART C — (1 × 15 = 15 marks)

16. (a) The world-renowned British theoretical physicist Stephen Hawking, known for his contributions to the fields of cosmology, general relativity and quantum gravity especially in the context of black holes, says that “Artificial Intelligence will never kill human brain”.

Taking a cue from Mr. Hawking’s comment, can you say that human beings can never be replaced by artificial intelligence and robots in the workplaces? Substantiate your point of view on this issue.

Or

- (b) A Protect & Gamble survey shows that wearing the right make-up can help women move up the career faster. Another survey by Aziz Corporation in Britain of 100 company bosses showed that one in four employers were more likely to give a job to a woman who wore make-up than one who did not. A third of those surveyed felt that a woman without make-up looked like she couldn’t be bothered to make an effort. Again, Aziz Corporation, which is a communication and leadership consultancy, is in the business of image management and its consultants

seem to be in the job of dishing out advice such as the etiquette of wearing heels to businesswomen to make an impact in boardrooms. Kaya Skincare, along with Nielsen had some time ago done a survey of the Indian men in the 18-50 age group, which showed that they were quite aware of the importance of personal grooming for workplace success. Eight out of 10 men surveyed said that being well-groomed had a positive effect on their careers.

Questions.

- (i) Do you think it is weird yardstick on career progress for women, sometimes for men do?
  - (ii) Does this survey show that things are easy for women once if they were the right shade of lipstick?
  - (iii) Do you think it is true in the case of men's career too?
  - (iv) Do you buy an argument that who take care of themselves also take care of their jobs better?
  - (v) Don't you think that it is a discrimination to give more wages and faster promotion to attractive workers (both sex)?
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13. (a) Explain the types of training with advantages and disadvantages.
- Or
- (b) What are the different stages of Self development? Explain.
14. (a) Explain the Maslow's need hierarchy theory and Herzberg two factory theory.
- Or
- (b) List out the approaches of career management.
15. (a) Draw the process of performance evaluation.
- Or
- (b) List out the problems of performance evaluation. How to overcome the performance evaluation problems?

PART C — (1 × 15 = 15 marks)

16. (a) This case is about the initiatives taken by the top management of department store chain JC Penney (JCP), under the leadership of Mike Ullman (Ullman), to remake its century-old organizational culture. The initiatives were taken just after JCP had achieved a remarkable turnaround in the mid 2000s. After taking charge as the CEO and chairman of JCP in December 2004, Ullman realized that the existing culture at JCP was too formal and was contributing to employee turnover and inability of the company to attract enough talent. He also felt that the culture and mood prevalent at JCP was not conducive to the achievement of the aggressive growth objectives set by the company. To inspire the employees and project JCP as a great place to work in, Ullman and his team initiated various symbolic changes. They followed up these symbolic changes with various training and development initiatives.

Within two years of starting the culture change initiatives, results pertaining to job satisfaction, attracting talent, and the bottom line were visible. Analysts were of the view that the focus of culture change initiatives have changed as companies were focusing on culture change that would result in a competitive advantage rather than wait for the situation to worsen and then bring about such changes.

Question :

- (i) Discuss the role of top managers in setting the culture of an organization.
- (ii) Understand the issues and challenges faced by JCP in changing a more-than-100 years-old culture.

Or

- (b) Explain Grivence redressal methods adopted in any Indian organisation.

Reg. No. :

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**Question Paper Code : KJ1110**

M.B.A. DEGREE EXAMINATION, FEBRUARY/MARCH 2017.

Second Semester

DBA 7203 — HUMAN RESOURCE MANAGEMENT

(Common to all branches)

(Regulations 2013)

Time : Three hours

Maximum : 100 marks

(Codes/Tables/Charts to be permitted, if any, may be indicated)

Answer ALL questions.

PART A — (10 × 2 = 20 marks)

1. What is human resource accounting?
2. State the objectives of HRM.
3. What do you mean by HR inventory?
4. State various benefits of socialization.
5. What is EDP?
6. Define knowledge management.
7. What do you mean by Protégé relationship?
8. State different types of rewards.
9. What is Demotion?
10. List out the causes of grievances.

PART B — (5 × 16 = 80 marks)

11. (a) Discuss the various roles of HR manager in an organisation.

Or

- (b) Discuss different types of HR policies.

12. (a) Explain the different steps in selection process.

Or

(b) Discuss different types of recruitment practices followed in organisation.

13. (a) Discuss different methods of training.

Or

(b) How will you evaluate the effectiveness of an EDP? Give suggestions to make EDP successful.

14. (a) Discuss different theories of motivation.

Or

(b) Explain the stages involved in career management.

15. (a) How is grievance redressed? Outline the grievance redressal procedure.

Or

(b) Discuss the various steps involved in performance evaluation process.

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Reg. No.

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**Question Paper Code : K1110**

M.B.A. DEGREE EXAMINATION, AUGUST/SEPTEMBER 2016.

Second Semester

DBA 7203 — HUMAN RESOURCE MANAGEMENT

(Regulations 2013)

(common to All branches)

Time : Three hours

Maximum : 100 marks

Answer ALL questions.

PART A — (10 × 2 = 20 marks)

1. List out the objectives of HRM.
2. Define human resource accounting and audit.
3. Differentiate selection from recruitment.
4. What is the importance of socialization benefits?
5. Write a note on vestibule training.
6. What are the indicators of self development?
7. Define the term career.
8. What are the different types of compensation?
9. What are the reasons for demotion?
10. What is a redressal method?

PART B — (5 × 16 = 80 marks)

11. (a) Bring out the importance of inclusive growth and affirmative action in the modern workplace.

Or

- (b) Explain the support of computer Application in Human resource management.

12. (a) How is the human resources requirement forecast in organizations? Trace the process.

Or

- (b) Write a detailed note on the modern practices in recruitment.

13. (a) Critically evaluate the various training methods and their suitability.

Or

- (b) Examine the importance of executive development programmes and its purpose, methods and efficacy.

14. (a) How is the compensation plan of an employee derived? What are the factors that play a vital role in determining pay?

Or

- (b) What is mentor-protégé relationship? Why it is considered to be important in current scenario?

15. (a) How can management to know, understand and resolve the employee grievances? Explain it.

Or

- (b) What is the difficulty in performance evaluation? How can we ensure effective evaluation?

Reg. No. :

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**Question Paper Code : J1190**

M.B.A. DEGREE EXAMINATION, AUGUST/SEPTEMBER 2016.

(From Academic Year –2015-New Question Paper Pattern)

Second Semester

DBA 7203 — HUMAN RESOURCE MANAGEMENT

(Common to all branches)

(Regulations 2013)

Time : Three hours

Maximum : 100 marks

Answer ALL questions.

PART A — (10 × 2 = 20 marks)

1. What is human resource policies?
2. What is human resource accounting?
3. How will you estimate manpower gaps in organisaions?
4. State the objectives of interview.
5. Define retraining.
6. Distinguish between training and education.
7. What is portege relationship?
8. Define compensation.
9. Why is it necessary to change an employee's job?
10. What is promotion?

PART B — (5 × 13 = 65 marks)

11. (a) "Human Resource Management involves all management decisions and practices that directly affect or influence the people who work for the organisation". Discuss.

Or

- (b) Bring out the need for human resource policy in an organisation. What points will you consider while framing the human resource policy?

12. (a) Account for the increasing interest in human resource planning in recent years.

Or

- (b) Describe the nature and importance of employee selection. Explain in brief the steps involved in selection procedure.

13. (a) Explain the benefits of training from the view point of an enterprise and its employees.

Or

- (b) Explain the methods of executive development used in India.

14. (a) Explain the advantages and limitations of career management.

Or

- (b) What steps in your view would enable a company to retain its experienced employees when volatile compensation packages are available in the job market? Explain.

15. (a) Explain the causes and objectives of transfers.

Or

- (b) Discuss the major concept of the appraisal feedback interview. How can a performance appraisal system be made more effective?

PART C — (1 × 15 = 15 marks)

16. (a) Mr. Sharma, the Human resource Director for classic corporation, has come to the conclusion that the firm has not been getting the better students from the college campuses that have visited. Classic Corporation currently has recent recruits go back to heir own campuses to conduct employment interviews for entry level management positions. This is based upon the belief of the last Human Resource Director that recent graduates are better able to develop a rapport with current college students. Other firms send older to be more experienced interviewers to these campuses, and as a consequences, appear to be more successful in their recruiting efforts. Mr. Sharma is now considering a complete review of the recruitment practices of the firm in order to ensure that appropriate methods are being adopted and that they are effectively used. He believes that the first step is to review all of the methods available and to determine when, and for which labour

market each is most effective. This seems a difficult job, and he is wondering if it can be done at all.

What recommendations would you make to Mr. Sharma to improve the firm's college recruiting for entry level management positions? Explain your recommendations. Also determine the labour market(s) in which each of the recruitment methods will be most effective.

Or

- (b) Performance Management Systems have an inherent weakness in the form of bias and stereotyping of employees. Organisations may attempt to improve the objectivity in the system but cannot eliminate bias completely. Modern methods such as 360-degree appraisals are only trying to aggregate the subjectivity in the judgements rather than trying to eliminate them.

Critically examine the above statement. When in view are the possible methods to improve the objectivity in a performance management system.

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12. (a) Explain the selection procedure with suitable examples.

Or

(b) Explain the relative merits and demerits of the internal and external sources of Recruitment.

13. (a) Why do EDPs fail in meeting their objectives? Give suggestions how to make the EDPs successful.

Or

(b) How will you evaluate the effectiveness of an self development programme? If it is not effective, what steps will you take to make it effective?

14. (a) Can the expectancy model be applied to your motivation as a student? Discuss.

Or

(b) What is career management? Explain the steps involved in it.

15. (a) What causes Transfer? List the salient features of a good Transfer policy.

Or

(b) What are the elements of an effective grievance redressal system? Why it is necessary?

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**Question Paper Code : 80110**

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

Second Semester

DBA 7203 — HUMAN RESOURCE MANAGEMENT

(Common to all Branches)

(Regulations 2013)

Time : Three hours

Maximum : 100 marks

Answer ALL questions.

PART A — (10 × 2 = 20 marks)

1. Explain the human resource management as a profession.
2. What are the role of human resource management in service Industry?
3. What are major problems of the interview as a selection device?
4. Define validation?
5. Explain the need for employee training.
6. What is fringe benefits?
7. What is reward?
8. Explain the meaning of motivation
9. What is demotion?
10. Define transfer.

PART B — (5 × 16 = 80 marks)

11. (a) Discuss the role of human resource in the changing India environment.

Or

- (b) What is human resources accounting? In what sense it differs from financial accounting.

12. (a) Discuss the role of computer technology in recruitment and selection process.

Or

- (b) What benefits can induction provide for an employee and organisation?

13. (a) Suggest some measures to make incentive and benefit programmes more successful.

Or

- (b) How will you evaluate the effectiveness of an self development programme? If it is not effective? What steps will you take to make it effective?

14. (a) What is career management? Explain the steps involved in it.

Or

- (b) Explain the various stages of the development of mentor process.

15. (a) What are merits and demerits of adopting "seniority" as the criterion for promotion?

Or

- (b) What are the elements of an effective grievance redressal system? Why it is necessary?
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12. (a) What are internal and external sources of recruitment? Also state their merits and demerits.

Or

- (b) "If employees are properly selected there should be no need for an induction programme". Do you agree or disagree. Justify your viewpoint.

13. (a) Describe the various levels of TNA.

Or

- (b) Suggest some applications of knowledge management in today's world.

14. (a) Write a detailed note on development of mentor — portage relationship.

Or

- (b) Discuss various areas of non-financial compensation.

- ✓ 15. (a) What could be the basis to identify the criteria for promotion? Also outline their merits and demerits.

Or

- (b) State the requirements of an effective control system.