

2008
M B A
2nd Semester Examination
HUMAN RESOURCE MANAGEMENT

PAPER—204

Full Marks : 100

Time : 3 Hours

The figures in the right-hand margin indicate full marks.

Candidates are required to give their answers in their own words as far as practicable.

Illustrate the answers wherever necessary.

Write the answers to Questions of each Half in separate books.

(First Half)

(Marks : 50)

1. Answer any four questions : 5×4
- (a) How do you define HRM? Briefly discuss the administrative roles of a human resource manager.
 - (b) What do you mean by HR planning? Why is it important?
 - (c) Briefly discuss the job-design techniques.
 - (d) What is Assessment Centre? How does it differ from work sample?
 - (e) Discuss the off-the-job methods of training.
 - (f) What are the steps followed in Potential Appraisal? Define JIT.
2. Answer any two questions : 10×2
- (a) Define selection. What is the difference between selection and recruitment? Do you think validity test is important for selecting a candidate? Why and why not? 2+2+6

(Turn Over)

- (b) What is the importance of having a training programme? Suppose you are training someone to use a new accounting software package in a medium-sized firm. What training method(s) would you use? Why? 5+5
- (c) How do you define absenteeism? How do you measure it? Explain the merits and demerits of internal sources of recruitment. (2+3)+5

[Internal Assessment : 10 Marks]

(Second Half)

(Marks : 50)

3. Answer any *four* questions : 5×4
- (a) Define industrial safety. Why is safety important for an industry?
- (b) What types of accidents can occur in a workplace? What precautions and measures an organization can take to reduce the rate of accident?
- (c) What do you mean by employee grievance? What are the steps followed in grievance procedure?
- (d) What is empowerment? What are the basic conditions necessary for empowerment to gain credibility at various levels in an organisation?
- (e) State the different stages of life cycle of an organisation.
- (f) Write down some organisational strategies to cope with stress.
4. Answer any *two* questions : 10×2
- (a) Define a Trade Union. Explain why do employees join unions.
- (b) What do you mean by Industrial Relation (I.R.)? What are the parties involved in IR? Differentiate between Unitary Approach and Pluralistic Approach to IR.
- (c) What do you mean by Collective Bargaining? What are its important objectives? Explain the term Quality Control.

[Internal Assessment : 10 Marks]
