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**Question Paper Code : X 90129**

M.B.A. DEGREE EXAMINATIONS, NOVEMBER/DECEMBER 2020  
Second Semester  
BA 7204 – HUMAN RESOURCE MANAGEMENT  
(Regulations 2013)

Time : Three Hours

Maximum : 100 Marks

Answer ALL questions

PART – A

(10×2=20 Marks)

1. What are the concepts of HRM ?
2. What are the benefits of HR audit ?
3. Write short notes Stress Interview.
4. Differentiate recruitment and selection.
5. What is recruitment ?
6. Define Knowledge Management.
7. What do you mean by career counselling ?
8. What is moon lightning ?
9. What is the meaning of '360° feedback' ?
10. How can transfers be used positively ?

PART – B

(5×13=65 Marks)

11. a) Critically examine the evolution of human resource management in India.

(OR)

- b) Define Human Resource Accounting. Explain the issues and concept of human resource accounting.



12. a) What is Human Resource Planning ? Outline the steps involved in the Human Resource planning process.

(OR)

b) What are the various sources of recruitment ? How can an organization evaluate the worth of these sources ?

13. a) Define Self-development. Explain the methods of self-development.

(OR)

b) As a Human Resource manager, you have been asked by your organization to organize a management development programme. What steps will you take to make it successful ?

14. a) Explain career development in detail.

(OR)

b) Explain the Maslow's need hierarchy theory and Herzberg's motivation hygiene theory of motivation.

15. a) Are controls on employee performance required ? Explain with two relevant examples.

(OR)

b) Explain the methods adopted to redress grievances.

PART – C

(1×15=15 Marks)

16. a) Case Study :

“There it is finished”, thought Sanjiv Choudhary as he laid aside the last of 12 Performance forms. It had been a busy week for Sanjiv, who supervises a road maintenance crew for Department of Highways, Indian Police.

In passing through the Sanjiv's districts a few days earlier, the Governor had complained to the area Superintendent that the repairs were needed on several of high ways. Because of this, the Superintendent assigned Sanjiv crew an unusually heavy work load. In addition, Sanjiv received a call from the personnel office that week telling him that the performance appraisals were late. Sanjiv explained that his predicament, but the personnel specialist insisted that the forms be completed right way.



Looking over the appraisal again, Sanjiv thought about the several of the workers. The performance appraisal form had places for marking quantity of work, quality of work, and cooperativeness. For each characteristic, the worker could be graded as outstanding, good, average, below average or unsatisfactory. As Sanjiv's crew had completed all the extra work assigned for that week, he marked the every worker outstanding in quantity of work. He marks David average in cooperativeness because David had questioned one of his decisions that week. Sanjiv had decided to patch a pothole in one of the roads and David thought the small section of the road surface ought to be broken out and replaced. Sanjiv did not include this in the remarks section of the form, though. As a matter of fact, he wrote no remarks on any of the forms.

Sanjiv felt a twinge of guilt as he thought about Robert. He knew that Robert had been sloughing off, and the other workers had been carrying him for quite some time. He also knew that Robert would be upset if he found that he had been marked lower than the other workers. Consequently, he marked Robert the same to avoid a confrontation. "Anyway", Sanjiv thought, these things are a pain, and I really should not have to bother with them. As Sanjiv folded up the performance appraisal and put them in the envelop for mailing, he smiled. He was glad he would not have to think about the performance appraisals for another six months.

**Questions :**

- i) What weaknesses do you see in Sanjiv's potential and performance ?
- ii) Take a look at your performance assessment. How do you feel about it ?

(OR)

- b) X company limited has five branches at Tamil Nadu with corporate office at Chennai. The structure is product based and each branch produce one product and all are automobile related. There was a post vacant for the position of vice-president at head office. The production Engineer of Coimbatore is the most suitable person by all areas like seniority, qualification and ability. But, the problem is that if he is disturbed from Coimbatore no one can take his responsibility and the president felt a very big gap. What is the problem and how will you sort it ?

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