

D5BBA2202

Reg. No.....

Name:

FIFTH SEMESTER UG DEGREE EXAMINATION, NOVEMBER 2024
(Regular/Improvement/Supplementary)

BBA

GBBA5B08T: HUMAN RESOURCES MANAGEMENT

Time: 2 ½ Hours

Maximum Marks: 80

SECTION A: Answer the following questions. Each carries *two* marks.
(Ceiling 25 marks)

1. What is personnel management?
2. List out the steps in human resource planning.
3. Comment on man power planning.
4. List out the different sources of recruitment.
5. Mention the functions of performance management.
6. Enlist the various components of wages.
7. Comment on induction.
8. State the concept of empowerment.
9. Describe the process of job analysis.
10. Write a note on ethical aspects in performance appraisal.
11. Describe job specification.
12. What is HR audit?
13. Write a short note on job evaluation.
14. Describe the merits of seniority based promotion.
15. Give a brief account on exit interview.

SECTION B: Answer the following questions. Each carries *five* marks.
(Ceiling 35 marks)

16. Give an account on the evolution of human resource management.
17. Comment on the importance of human resource factor in the modern workplace.
18. Describe the process of recruitment.
19. Discuss the various factors which influence the selection process.
20. Differentiate between internal sources and external sources of recruitment.
21. Enumerate the concept of performance appraisal and its objectives.
22. Explain management games.
23. Explain the barriers to strategic HRM.

(PTO)

SECTION C: Answer any two questions. Each carries ten marks.

24. Read the case study and answer the following questions.

BACKFIRED SURMISE

Naik, AGM Materials, is fuming and fretting. He bumped into Kamath, GM Materials, threw the resignation letter on his table, shouted and walked out of the room swiftly. Naik has reason for his sudden outburst. He has been driven to the wall. Perhaps, details of the story will tell the reason for Naik's bile and why he put in his papers, barely four months after he took up his present assignment. The year was 1995 when Naik quit the prestigious SAIL plant at Visakhapatnam. As manager materials, Naik enjoyed powers – he could even place an order for materials worth Rs. 25 lakh. He needed nobody's prior approval.

Naik joined a pulp-making plant located at Harihar in Karnataka, as AGM Materials. The plant is a part of the multi-product and multiplant– conglomerate owned by a prestigious business house in India. Obviously, perks, designation and reputation of the conglomerate lured Naik away from the public sector steel monolith. When he joined the eucalyptus pulp making company, little did Naik realise that he needed prior approval to place an order for materials worth Rs. 12 lakhs. He had presumed that he had the authority to place an order by himself worth half the amount of what he used to do at the mega steel maker. He placed the order; materials arrived, were received, accepted and used up the plant.

Trouble started when the bill for Rs. 12 lakhs came from the vendor. The accounts department withheld payment for the reason that the bill was not endorsed by Kamath. Kamath refused to sign on the bill as his approval was not taken by Naik before placing the order. Naik felt fumigated and cheated. A brief encounter with Kamath only aggravated the problem. Naik was curtly told that he should have known company rules before venturing. Naik decided to Quit.

Questions:

- a) Explain what difference does an orientation programme can bring in the situation?
- b) If you were Naik what would have you done?

25. Explain the importance of employee welfare in the organization.
26. What is meant by job design? Briefly explain the various techniques of job design.
27. Elaborate the role of financial and non-financial incentives in motivating employees in an organization.

(2 × 10 = 20 Marks)