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 Register Number

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VELALAR COLLEGE OF ENGINEERING AND TECHNOLOGY
(An Autonomous Institution, Affiliated to Anna University, Chennai)

Semester Examinations – April / May 2017 Regulations-2016

Programme: MBA Semester: 2 Max. Marks: 100 Duration 3 Hrs

Course Code & Title: **16MST24** **HUMAN RESOURCE MANAGEMENT**

Knowledge Levels (KL)	K1 - Remembering	K3 - Applying	K5 – Evaluating
	K2 - Understanding	K4 – Analyzing	K6 – Creating

Part A - Answer ALL Questions. 10 x 2 = 20 Marks

No.	Question	KL
1.	Define the term Human Resource Management.	K1
2.	Explain the term HR Audit.	K2
3.	Discuss on the term Job Descriptions.	K2
4.	Generate the term Referrals and Walk-ins.	K2
5.	Define the term Selection.	K1
6.	Enumerate the term Role Playing.	K2
7.	Discuss the term knowledge Management.	K2
8.	Generalize the term Motivation.	K2
9.	State the different types of Transfer.	K1
10.	Discuss the term Sick Leave.	K2

Part B - Answer ALL Questions. 5 x 13 = 65 Marks

No	Question	Marks	KL
11.	a Illustrate the role of Human Resource Manager in the Organizations.	13	K5
	OR		
	b Explain the objectives of Human Resource Management.	13	K4
12.	a Examine the process of the Employee’s Recruitment and Selection in Current Scenario with appropriate examples.	13	K5
	OR		
	b Design the challenges of Human Resource Management.	13	K6

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| 13. | a | List and explain each of the steps in the training process. | 13 | K3 |
| OR | | | | |
| | b | Examine how you think job rotation is a good method to use for developing management trainees. Also, explain why (or) why not. | 13 | K6 |
| 14. | a | Explain the types of Rewards in the Organizations. | 13 | K3 |
| OR | | | | |
| | b | Define Motivation. Explain X theory and Y theory and its Advantages and Disadvantages. | 13 | K5 |
| 15. | a | Explain the different types of Transfer in the Organizations. | 13 | K5 |
| OR | | | | |
| | b | Express the Grievance handling Procedure with a Model. | 13 | K4 |

Part-C

1 x 15 = 15 Marks

16 Case Study:

Indian Baker Company

As a result of rapid growth in sales, the Indian Baker Company had to double the size of the central secretarial pool. Many of the current secretaries, ages 35 to 55, had been with the company since its inception. None had more than high school education. The group had previously been given the assignment of hiring new secretaries; it was felt that the doubling of staff required addition of persons with advanced data processing skills. Eight secretaries were hired by the management. Several had education beyond high school, and all were in doubled in size. The manager interviewed a few of the old staff and they told him that the secretaries just didn't fit in. They were hard to work with, wouldn't listen and would not take that direction. When their mistakes were corrected, they got offended. In interviewing the few of the secretaries, they told that the older secretaries refused to list to new and more efficient ideas. They complained they were unable to use their training and the older secretaries would not socialize with them.

Questions

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| 1. | Express whether the productivity of the group has fallen. | K5 |
| 2. | Construct the recommendations about this problem. | K6 |
