



SB-4013

M. B. A. (Sem.-II)(F.T.) & (Sem.-II)(E) Examination
March / April – 2011
Human Resource Management
(New Course)

Time : 3 Hours]

[Total Marks : 100

Instructions :

(1)

नीचे दशांशविक निशानीवाणी विगतो उत्तरवही पर अवश्य कभवी. Fillup strictly the details of signs on your answer book.	Seat No. :
Name of the Examination :	<input type="text"/>
<input type="text" value="M. B. A. (Sem.-II) (F.T.) & (Sem.-II) (E)"/>	<input type="text"/>
Name of the Subject :	<input type="text"/>
<input type="text" value="Human Resource Management"/>	<input type="text"/>
Subject Code No. : <input type="text" value="4"/> <input type="text" value="0"/> <input type="text" value="1"/> <input type="text" value="3"/>	<input type="text"/>
Section No. (1, 2,.....) : <input type="text" value="Nil"/>	<input type="text"/>
	Student's Signature

- (2) Answers should be leigible, logical, relevant and to the point.
(3) Attempt all the questions.

1 'Human Resource Management can be regarded as a general management approach to managing people to meet the challenges which organizations face as they attempt to deploy human resources effectively.'- Examine this statement considering the meaning, scope and functions of Human Resource Management. **20**

OR

1 "Industrial societies necessarily create industrial relations defined as the complex of inter-relations among workers, managers and government." - Discuss, in detail, this statement in light of the meaning of Industrial Relations and the significance of good and harmonious industrial relations. **20**

- 2 'Career planning is the discovery and development of talents and planned deployment and redeployment of these talents.' - Examine this statement considering the meaning and the process of career planning. **20**

OR

- 2 Discuss, in detail methods and techniques of executive development. **20**

- 3 Write short notes on any **two** of the following : **20**

- (a) Ethical issues involved in human resource management.
- (b) Meaning and importance of training.
- (c) Succession planning.

- 4 Write short notes on any **two** of the following : **20**

- (a) Types of selection tests.
- (b) Job analysis and specific uses of job analysis.
- (c) Types of employees welfare activities.

- 5 'Performance appraisal is a systematic periodic and impartial rating of employee's excellence in matters pertaining to his present job and to his potentialities for a better job.' - Examine this statement considering the meaning and uses of performance Appraisal. **20**

OR

- 5 Case study : **20**

Analyze the following case and answer the questions given at the end of the case :

ABC Ltd. manufactures power tools for the professional end of the market, it is based in south Gujarat. It currently has 390 permanent employees, of whom 372 are full time. About 250 employees are 'direct workers' employed on the production side; the remaining fulfill service functions. Two-third of the

production workforce are semiskilled assembly operators who manufacture tools from ready-made components. The other third - who are mostly machine operators and setter operators - manufacture electric motors. Their role requires slightly higher skill levels than assembly line work. About 35% of the total workforce are women.

High labour turnover has been a problem since the inception. Having a constantly changing team on the assembly line causes problems because new recruits are inevitably slower, increasing pressure on the other workers to meet production schedules. High staff turnover can also affect the quality of products, leading to delivery problems and complaints from customers.

ABC Ltd. is not alone in experiencing high turnover; many businesses suffer from shortages of unskilled and semi-skilled workers, particularly assembly operators. Low unemployment in the area has encouraged job-hopping. Operators can leave a company one day and get another job the next - even if they have been dismissed. Some employees do not even give formal notice - they just disappear and never return. Another characteristic of the labour force is the large number of temporary workers. ABC Ltd. has found that many people do not want to work permanently for one employer - preferring to try out a few working environments before they commit themselves.

While ABC Ltd. realizes that these external factors contribute to its turnover problem, it has also recognized that there is scope for improvement in the way people are managed. Questionnaires sent out to people who have recently left the company indicate a variety of reasons for leaving, including the way employees had been managed and problems during their tenure at ABC Ltd.

Questions :

- (a) From the point of view of human resource management, what steps would you recommend to improve retention of employees in ABC Ltd. ?
- (b) Considering the above case, discuss the significance of human resource management and its contributions to the overall business performance.