

[Sept-12]

[MPIBA-0703]
BBA/BBA(Hons.)/IMBA Degree Examination

VII TRIMESTER

HUMAN RESOURCE MANAGEMENT

(Effective from the admitted batch 2008–09)

Time: 3 Hours

Max.Marks: 60

Instructions: All parts of the unit must be answered in one place only.
Figures in the right hand margin indicate marks allotted.

SECTION-A

1. Answer any **FIVE** of the following:
Each answer should not exceed one page. (5x2=10)
- a) HR Manager
 - b) MPI
 - c) Performance appraisal
 - d) Employer and employee relations
 - e) Employee incentive
 - f) Grievance cell
 - g) Define Discipline
 - h) What is Apprentice Method of Training?

SECTION-B

Answer the following:

UNIT-I

2. a) Explain the importance of HRM in the emerging scenario 8

OR

- b) Distinguish between the Personal and HRM Functions 8

UNIT-II

3. a) What are the techniques for HR planning? 8

OR

- b) What are the modern sources and techniques of recruitment? 8

UNIT-III

4. a) Describe in detail the process of performance appraisal 8

OR

- b) How do you identify the training needs of an enterprise? 8

UNIT-IV

5. a) Explain the objectives of compensation planning 8

OR

- b) How are wages determined according to the wage Act? Should we raise the minimum wage? 8

UNIT-V

6. a) What is a grievance? What are the characteristics of grievances? 8

OR

- b) Explain the process of collective bargaining 8

SECTION-C

7. Case Study (Compulsory): 10

JOB SPECIFICATION

Mr. Kishore is a Branch Manager of Indian Bank at one of its village branches. His staff included two clerks and an attender. Very often Mr. Kishore was left alone in the bank after 5 p.m. to tally accounts, day books and complete all other formalities.

On the 30th December Mr. Kishore was working till past 2 a.m. tallying the accounts since hardly one day is left for closing the accounts for the year. On this fateful night, the Branch Manager was attacked by a band of robbers, who looted Rs.5 lakhs after brutally wounding Mr. Kishore's right hand, which had to be amputated later. After his recovery, the Branch Manager applied for compensation. The Bank Management was of the opinion that

Mr. Kishore violated the job specification by working beyond the stipulated hours of work. He, in their views, was not entitled to any compensation as the accident occurred during non-employment hours. They also called for an explanation as to why the amount lost cannot be recovered from his salary and Provident Fund.

Questions:

- a) How do you justify the bank's stand in this case?
- b) What modifications do you suggest in job specification to overcome such incidents in future?

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