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10MBA25

Second Semester MBA Degree Examination, June 2012
Human Resource Management

Time: 3 hrs. Max. Marks:100

Note: *1. Answer any FOUR full questions from Q.No.1 to 7.*
2. Q.No. 8 is compulsory.

Important Note : 1. On completing your answers, compulsorily draw diagonal cross lines on the remaining blank pages.
2. Any revealing of identification, appeal to evaluator and /or equations written eg, 42+8 = 50, will be treated as malpractice.

1 a. What are the main features of HRM? **(03 Marks)**
b. Describe briefly the various roles played by the HR manager in an organization. **(07 Marks)**
c. Identify and discuss the managerial and operative functions of HRM. **(10 Marks)**

2 a. What do you understand by job analysis? **(03 Marks)**
b. Briefly explain various sources of recruitment. **(07 Marks)**
c. Explain the process of human resource planning. **(10 Marks)**

3 a. What is induction? **(03 Marks)**
b. State the constraints and challenges in recruitment. **(07 Marks)**
c. Define selection. Explain the various processes involved in selection. **(10 Marks)**

4 a. What is reference check? **(03 Marks)**
b. Discuss the problems with performance appraisal. **(07 Marks)**
c. Discuss the different types of test in selection. **(10 Marks)**

5 a. Explain the term placement and induction. **(03 Marks)**
b. What are the objectives of employee training? **(07 Marks)**
c. Enumerate the benefits of employee training. **(10 Marks)**

6 a. What is internal mobility? **(03 Marks)**
b. What are the causes of absenteeism? **(07 Marks)**
c. What is transfer? Explain the reasons for transfer. **(10 Marks)**

7 a. How to compute accession rate in external mobility? **(03 Marks)**
b. Write notes on: i) Suspension; ii) Red hot stove rule. **(07 Marks)**
c. Discuss the model grievance procedure that is applicable in India. What are the essential prerequisites of a grievance procedure? **(10 Marks)**

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CASE STUDY

Mr. Laxmanan has been working as an agricultural officer in corporation bank since 1982. He is married in 1983 and he has a son and a daughter. He has worked in various rural branches in Kerala, Karnataka and Orissa. Mr. Laxmanan and his wife belong to Tiruchirappalli city of Tamil Nadu. He is a graduate in agricultural science, Mr. Laxmanan is one of the most sincere and committed officers of the bank. He leaves his house at 8am almost every day (including Sundays), visits the farmers, their fields suggests them on various issues, attends the bank to work between 12 noon and 8pm with one hour lunch-break. He helps the branch manager in finalizing the daily accounts, in completing the work left incomplete by other staff. His wife manages all domestic chores and also the schooling of their children. She could not admit her son in a residential English medium high school in Coimbatore. She asked her husband to try for his admission but in vain immediately she wrote to the branch manager, regional manager and personnel manager in the regional and head offices, requesting them to help her in getting admission for her son in any English medium high school preferably in Chennai/Coimbatore giving the facts that her husband serves the bank right from 8 a.m to 8 p.m and hecould not find time to successfully try for his son's admission. The regional manager. Personnal manager and branch manager enquired into the case and found the information furnished by Mrs. Laxmanan was correct. The bank's policy at present is to redress the grievances of the employees and to deal with only those grievances relating to the terms and conditions of employment and work. Immediately the regional manager sought the active of the personnel manager at the head office.

Questions :

a. Bring the personnel manager what would you suggest to the regional manager and branch manager in solving the problem. **(05 Marks)**

b. Does the issue raised by Mrs. Laxmanan come under the perview of the personnel management or under the perview of human resource management? **(05 Marks)**

c. If you were the regional manager, how would you redress this grievance? **(05 Marks)**

d. Do you suggest a change in the present personnel policy? If so, mention the policy. **(05 Marks)**

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