

**Code No: MB1622/R16**

**MBA II Semester Supplementary Examinations, October-2021**

**Human Resource Management**

**Time: 3 Hours**

**Max. Marks: 60**

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*Answer Any FIVE Questions  
All Questions Carry Equal Marks  
Question No. 8 is Compulsory*

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|----|---|--|----|
| 1. | a | Define HRM? Discuss the Role and Functions of HR department?                                     | 6M |
|    | b | Discuss the HR strategies to increase the firm performance?                                      | 6M |
| 2. | a | What do you mean by Job description and Job specification?                                       | 6M |
|    | b | Write a detail note on different methods of Training?  | 6M |
| 3. | a | Explain the need for Performance appraisal? Discuss few modern methods of Performance Appraisal? | 6M |
|    | b | What factors influence Compensation? Explain merits and demerits of Salary Method?               | 6M |
| 4. | a | Explain the concept and structure of Wage? What are the determinants of payments of Wages?       | 6M |
|    | b | What are the statutory and non-statutory welfare measures?                                       | 6M |
| 5. | a | Why Trade Unions? Explain the role and functions of Trade Unions?                                | 6M |
|    | b | Discuss the strategies to manage and reduce work place Stress?                                   | 6M |
| 6. | a | What are the issues and challenges in managing global employees?                                 | 6M |
|    | b | Define Recruitment? Explain the sources of Recruitment?  | 6M |
| 7. | a | Discuss the traditional methods of Performance Appraisal?  | 6M |
|    | b | “Techniques of employee welfare will motivate employees”, comment?                               | 6M |

8. Case study

12M

In August 2020, tropical storm Wilma hit North Carolina and the Optima Air Filter Company. Many employees' homes were devastated and the firm found that it had to hire almost three completely new crews, one for each of its shifts. The problem was that the "old-timers" had known their jobs so well that no one had ever bothered to draw up job descriptions for them. When about 30 new employees began taking their places, there was general confusion about what they should do and how they should do it.

The storm quickly became old news to the firm's out-of-state customers, who wanted filters, not excuses. Phil Mann, the firm's president, was at his wits' end. He had about 30 new employees, 10 old-timers, and his original factory supervisor, Maybelline. He decided to meet with Linda Lowe, a consultant from the local university's business school. She immediately had the old-timers fill out a job questionnaire that listed all their duties. Arguments ensued almost at once; Both Phil and Maybelline thought the old-timers were exaggerating to make themselves look more important, and the old-timers insisted that the lists faithfully reflected their duties. Meanwhile, the customers clamored for their filters.

Questions:

1. Should Phil and Linda ignore the old-timers' protests and write up the job descriptions as they see fit? Why? Why not? How would you go about resolving the differences?
2. How would you have conducted the job analysis? What should Phil do now?

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