

**3/H-65 (ix) (Syllabus-2015)**

**2 0 1 6**

( October )

**BUSINESS ADMINISTRATION**

( Honours )

( Human Resource Management )

( BBAH-303 )

*Marks : 75*

*Time : 3 hours*

*The figures in the margin indicate full marks  
for the questions*

**PART—A**

( Marks : 15 )

**UNIT—I**

**1. Name different HR functions. 3**

*Or*

**Write at least three differences between HRM  
and HRD.**

( 2 )

UNIT—II

2. What is the difference between job description and job specification? 3

Or

Distinguish between placement and induction.

UNIT—III

3. Differentiate between training and development. 3

Or

What is career planning?

UNIT—IV

4. What is the meaning of job evaluation? 3

Or

Write a note on fringe benefits.

UNIT—V

5. What is the meaning of outsourcing? 3

Or

What is workforce diversity?

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( Continued )

( 3 )

PART—B

( Marks : 50 )

UNIT—I

6. What is 'human resource management'? Discuss the evaluation of HRM. 2+8=10

Or

Explain HR policy. Discuss the essential characteristics of a sound HR policy. 2+8=10

UNIT—II

7. Describe various steps in manpower planning. 10

Or

Discuss various sources of recruitment of employees for an organization.

UNIT—III

8. Discuss the methods for assessing the need for training of the employees of an organization. 10

Or

Discuss the basis of determining a promotion policy of a corporate entity.

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( Turn Over )

( 4 )

UNIT—IV

9. "Performance appraisal fails due to personal bias." Discuss the statement in the light of errors in performance appraisal. 10

Or

Explain time wage and piece wage systems along with their respective merits and demerits.

UNIT—V

10. What is meant by downsizing? Discuss the role of HR manager in determining downsizing in an organization. 5+5=10

Or

Define TQM. Describe various fundamentals of TQM. 2+8=10

PART—C

( Marks : 10 )

11. Read the following case and answer the question related to it : 10
- Mr. Rajan is the sales manager of B & J Co. Ltd. He has 25 employees in his department, and all are paid commission for the sales in their territories. For the past three years, the market for the consumer's goods has been

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steadily growing and the majority of Rajan's staff have met this growth and increased sales. However, one employee in particular, Ramanathan has not kept with the race.

Ramanathan has been with the company for over 25 years and is now 56 years old. He is a friendly man and is well-liked by his peers and those to whom he sells the company's product on a regular basis. The company has always considered Ramanathan dependable and loyal. Through the years, he has gone into a state of semi-retirement. His sales have not increased as that of the others have and he does not have the determination to acquire a significant increase in sales.

Rajan wishes to change the situation. He wants to motivate Ramanathan into increasing his sales to match that of his younger peers. To accomplish this, Ramanathan must begin to do more than just put in his time, but Rajan is not sure how to go about trying to motivate him.

Questions :

- (a) Would you offer Ramanathan better retirement benefits rather than motivating him to increase his rates?
- (b) Would you rather change his job or position? Comment. 5+5=10

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