

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

2022

(November)

BUSINESS ADMINISTRATION

(Honours)

(BBAH-303)

(**Human Resource Management**)

Marks : 75

Time : 3 hours

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

PART—A

(*Marks : 15*)

UNIT—I

1. Differentiate between HRM and HRD. 3

Or

What is the importance of HRM?

(2)

UNIT—II

2. What is a Manager Inventory Chart? 3

Or

List any three errors in the interview process.

UNIT—III

3. Write a note on Simulation Training. 3

Or

Explain the concept of career planning.

UNIT—IV

4. Define wage and salary. 3

Or

Define leniency and strictness.

UNIT—V

5. What is workplace diversity? 3

Or

What is HR Information System?

(3)

PART—B

(Marks : 50)

UNIT—I

6. What are the HR operational functions? Explain in detail. 10

Or

Explain the various phases in the evaluation of HRM.

UNIT—II

7. Explain the steps in the selection process in detail. 10

Or

Elaborate the various methods of collecting data or information for job analysis.

UNIT—III

8. Discuss the different steps in the design of Executive Development Programmes. 10

Or

Discuss the pros and cons of promotion policy based on merit and seniority.

UNIT—IV

9. Discuss the various techniques used to evaluate employee's performance. 10

(4)

Or

What are the prevailing factors influencing wage and salary administration?

UNIT—V

10. What are grievances? What are the different forms and causes of grievances? 2+4+4=10

Or

Briefly explain the different issues and challenges of HRM. 10

PART—C

(Marks : 10)

11. Ms. Sarita joined XYZ (a private bank) with a clear goal to prove her mettle. She did prove herself with sheer hardwork and determination. She was promoted five times since her entry into the bank. Hers was the fastest progress in the history of the bank she worked ten hours a day with practically no break. At least twice a week she was expected to travel. Everybody in the bank was appreciative of her work and achievements. When the post of GM fell vacant, there was no doubt in anybody's mind that she would be the next GM. The chairman also decided that Ms. Sarita would be the GM of the bank.

(5)

A sudden development took place, which played havoc with all her chances. In an executive meeting, Ms. Sarita suddenly collapsed. She was only 35 years of age. The physical examination conducted by the bank doctor revealed that she was seriously overworked and recommended that she should immediately be given a one-month break. The doctor also recommended that her workload must be reduced and she must take to physical exercise everyday. The report warned that if Sarita did not care for advice, she would be in for heart trouble in another six months.

After reading the doctor's report, the chairman of the bank was in a fix. He brooded over that how many others in the bank also had similar fitness problems. He instructed his secretary to set up a meeting with the doctor and some key staff members. The doctor recommended a stress management programme. The chairman agrees that since the environment in the bank creates the problems, bank should alleviate it.

Questions :

- (a) How would Ms. Sarita react, in your opinion, when the news is broker to her? 5
- (b) As an HR director, what advice can you give the chairman in such a case? 5
