

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

2 0 1 7

(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. "HRM is a staff function but a line responsibility." Comment.

3

Or

State the societal objectives of HRM.

(2)

UNIT—II

2. Differentiate between structured and unstructured interview. 3

Or

"Selection is indeed an elimination process."
Elaborate.

UNIT—III

3. What is vestibule training? 3

Or

What is job enrichment?

UNIT—IV

4. What is 360° performance appraisal? 3

Or

What types of non-monetary incentives are offered by companies?

UNIT—V

5. What do you mean by ethics? 3

Or

Differentiate between retrenchment and retirement.

(Continued)

(3)

PART—B

(Marks : 50)

UNIT—I

6. Explain the role and function of HRM. 5+5=10

Or

Discuss the principles which guide managers in formulating policies and procedures. 10

UNIT—II

7. Define job analysis. What are its uses? 2+8=10

Or

Discuss various kinds of tests used in the selection of workers by an industrial enterprise. 10

UNIT—III

8. Explain any two methods of training with their relative advantages and disadvantages. 5+5=10

Or

Explain the career development initiatives taken by organizations for their employees. 10

(4)

UNIT—IV

9. Discuss the factors influencing wages and salary administration. 10

Or

Describe various steps involved in the performance evaluation process.

UNIT—V

10. Bring out the significance of employee safety and health measures. 10

Or

Discuss the challenges faced by an HR Manager while making mergers and acquisitions decisions.

PART—C

(Marks : 10)

Mr. R. C. Mittal was the Materials Manager in Essar Steel at Surat. As a Manager (Materials), he enjoyed powers and could even place an order for materials worth ₹ 1 crore. He needed nobody's prior approval. He joined a paper mill located in

(5)

New Delhi as AGM Materials. The plant is a multiproduct and multiplant conglomerate owned by a prestigious business plant in India. Obviously, perks, designation, reputation of the concern and nearness to his hometown lured Mittal away from the steel plant.

When he joined the paper mill, he placed an order for materials worth ₹ 15 lakhs. The materials arrived, were received, accepted and used in the plant. He did not realize that he needed prior approval to place an order for materials. He had presumed that he had the authority to place an order by himself worth $\frac{1}{6}$ th of the amount of what he used to do at the steel plant. When the bill of ₹ 15 lakhs came from the vendor, the accounts department withheld payment for the reason that the bill was not endorsed by the GM Materials. The GM Materials refused to sign on the bill as his approval was not taken by Mittal before placing the order. Mittal felt humiliated and cheated. A brief encounter with the GM only aggravated the problem. He was curtly told that he should have known the company's rules before placing the order. Mittal was so angry that he threw his resignation at the table of the GM and walked out of the company. Barely two months after he had taken the job, he left the company.

Questions :

1. If you were in Mittal's place, what would you have done? 4
2. Do you think the orientation/induction programme of the company needs modifications? Why? 6

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