

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

2019

(October)

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. List the different stages in the evolution of HRM concept. 3

Or

Differentiate between HRM and HRD.

UNIT—II

2. What is a Manager Inventory Chart? 3

Or

What is the purpose of Induction?

(Turn Over)

(2)

UNIT—III

3. Differentiate between Training and Development. 3

Or

Explain the concept of career planning.

UNIT—IV

4. What is the meaning of wage and salary? 3

Or

Identify the fringe benefits offered by various organisations in India?

UNIT—V

5. What is retirement? 3

Or

What are the various facilities provided by the employer for the welfare of the employees?

PART—B

(Marks : 50)

UNIT—I

6. What is HR Policy? Discuss the important characteristics of a sound HR Policy. 2+8

Or

Explain the functions of an HR Manager 10

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(Continued)

(3)

UNIT—II

7. What is job analysis? Explain the process involved in Job Analysis. 2+8

Or

Discuss the various steps involved in the hiring process. 10

UNIT—III

8. Discuss On-the-Job and Off-the-Job Training Methods. 5+5

Or

What is transfer? What are the various types of transfer? 2+8

UNIT—IV

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

Or

Discuss the internal and external factors influencing wages and salary administration. 10

UNIT—V

10. Write short notes on the following : 5×2=10

(a) Downsizing

(b) HR Information System

Or

What do you understand by grievances? 3+7
What are their causes?

(Turn Over)

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PART—C
(Marks : 10)

11. Read the following passage and answer the questions following it :

B & B company had been quite successful since its inception in 1950's, but had witnessed high turnover among its young staff in the last eight years. The MD was convinced that the problem was not salary because, a survey indicated that the firm's salary structure was competitive with that of competing firms. Driven by the need to find out the real reason, the MD asked Mr. Malhotra, a senior executive, to look into the matter. After interviewing the senior managers of the firm, he believed that the root of the problem was the absence of HR Department. He mentioned this idea to the MD, who was not convinced. The MD asked him to prepare a proposal advocating his case for an HR Department.

Mr. Malhotra prepared a proposal highlighting the role of an HR Manager in today's competitive environment. According to the proposal the HR Managers play a very crucial role in a company's growth and success. HR plays a crucial role in the financial well-being of an organisation. The financial health of the company is directly linked to low employee turnover. Companies with good HR practices often out-

perform those with a poor record in people management. It is impossible, therefore, to imagine a company as anything but successful, if it is weak, in HR Management. HR Manager also challenges and manages conflict and raises the performance bar. He concluded by saying that HR professionals are exceptionally valued. HR will know how to link changes to the strategic needs of an organisation, which will minimise employee dis-satisfaction and resistance to change.

Questions :

- (a) How successful will Mr. Malhotra be in trying to sell this idea of the HR Department to the MD? 5
- (b) If you were in Mr. Malhotra's place, which functions and roles of HR would you have stressed and why? 5
