

Odd Semester, 2020

(Held in March, 2021)

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.** Define HRM. 3

Or

Why is HRM important for the organisation?

UNIT—II

- 2.** Distinguish between job description and job specification. 3

Or

What are the merits and demerits of internal sources of recruitment?

UNIT—III

- 3.** Differentiate between job enrichment and job enlargement. 3

Or

Why is training needed in an organisation?

UNIT—IV

- 4.** What is time wage system? 3

Or

Briefly explain the importance of performance appraisal system.

UNIT—V

- 5.** What are mergers and acquisition? 3

Or

What is outsourcing?

PART—B

(Marks : 50)

UNIT—I

- 6.** Discuss the salient objectives of HRM. 10

Or

Describe the various functions of HRM.

(3)

UNIT—II

7. What is man power planning? What are the factors affecting MPP? 3+7=10

Or

What is an interview? Discuss the various types of interview that an organisation may adopt for its selection process. 2+8=10

UNIT—III

8. What are the different steps involved in the executive development program? 10

Or

Discuss the different bases of promotion.

UNIT—IV

9. What is job evaluation? How is it different from performance appraisal? 10

Or

Explain the following incentive plans : 5×2=10

(a) Halsey plan

(b) Taylor's differential piece-rate system

(4)

UNIT—V

10. Discuss the importance of ethics and workplace diversity with reference to human resource. 10

Or

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

(a) Total quality management

(b) Human resource audit

PART—C

(Marks : 10)

11. Read the following passage and answer the questions :

Naik, AGM materials, is fuming and worried. He bumped into Kamnath, GM materials, threw the resignation letter on his table, shouted and walked out of the room.

He has a reason for his sudden outburst. Perhaps, details of the story will tell the reasons as to why he put in his papers, barely four months after he took up his present assignment.

The year was 1995 when Naik quit the prestigious plant at Vishakapatnam. As a manager materials, Naik enjoyed powers—he could even place an order for materials worth ₹ 25 lakh. He needed no one's prior approval.

(5)

Naik joined a pulp making plant located at Harihar in Karnataka, as AGM materials. The plant is a part of the multi-product and multiplant conglomerate owned by a prestigious business house in India. Obviously, perks, designation and reputation of the conglomerate lured Naik away from the public sector steel monolith.

When he joined the eucalyptus pulp making company, little did Naik realise that he needed prior approval to place an order for materials worth ₹ 12 lakh. He had presumed that he had the authority to place an order by himself worth half the amount of what he used to do at the mega steel maker. He placed the order, materials arrived, mere received, accepted and used up in the plant.

Trouble started when the bill for ₹ 12 lakh came from the vender. The accounts department withholds payment for the reason that the bill was not endorsed by Kamnath. Kamnath refused to sign on the bill as his approval was not taken by Naik before placing the order.

Naik felt deprived and cheated. A brief encounter with Kamnath only aggravated the problem. Naik was curtly told that he should have known company rules before ventruing. Naik decided to quit.

(6)

Questions :

5×2=10

- (a) If you were Naik, what would you have done?
- (b) What could be the reason(s) for such kinds of misunderstanding within the organisation? What could the firm have done to prevent such occurences?

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