

Register Number :

Name of the Candidate :

6 2 8 0

**M.B.A. (E-Business)
DEGREE EXAMINATION, 2010**

(FIRST YEAR)

(PAPER - III)

130. HUMAN RESOURCE MANAGEMENT

December]

[Time : 3 Hours

Maximum : 75 Marks

SECTION - A (5 × 3= 15)

Answer any FIVE questions.

All questions carry equal marks.

1. What are the qualities required of a Human Resource Manager ?
2. Explain the importance of human resource management.
3. Why application blanks are considered as the first step in the selection process ?

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4. How to conduct a stress interview ?
5. State the principles of job analysis.
6. What are the pitfalls in coaching ?
7. Differentiate recruitment from selection.
8. Bring out the features of a human resource specialist.

SECTION - B (3 × 15 = 45)

Answer any THREE questions.

All questions carry equal marks.

9. Explain the various methods of job evaluation and its implication.
10. What are the various sources of recruitment?
How to overcome the problems in recruitment?
11. Critically evaluate the methods of performance appraisal.
12. Examine the various factors influencing the wage and salary administration.
13. Discuss the importance of quality circles? How to make them effective ?

Questions :

1. What is the reason for union's change of mind ?
2. If you are Director (P), how would you tackle the situation ?
3. What, in your opinion, is the optimum solution for this problem ?

the plant will result rendering 10,000 workers as surplus. By expanding the present mix and diversification another 5,000 can be absorbed. But this means the following :

- * Restrain 15,000 workers for new product and processes.
- * Redeploy the net surplus of 5,000 by shifting them to other factories Inter-States.

Director Personnel called a meeting of union leaders and explained the position. He assured them that management has no plans for retrenchment. The entire work force will be reutilized and retained and a few will be transferred. Union leaders appeared to have understood the position and agreed to discuss with the workers and come back with solution. They did not comeback. Instead, Union served a strike notice to mangement the very next day against retrenchment and 'threat of transfer.'

SECTION - C (1 ×15= 15)

(*Compulsory.*)

14. M/s. Indian Telecom Ltd is the first PSU set up at Nagpur. It manufactures Telecommunication equipments based on electro mechanical technology imported from Belgium. This is an old technology. The factory produces 1,00,000 lines and employs 20,000 workers. In 1980s, another unit of this company was set up at Lucknow to produce this equipment with most modern electronic technology from USA. This factory produces 5,00,000 lines with 2000 employees.

The demand for old type equipment was coming down and Govt. planned to replace all electro mechanical equipment with electronic types within 10 years.

M/s. Indian Telecom Ltd at Nagpur is now faced with the up hill task of updating technology for its very survival. Apart from the capital investment, the modernisation of

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