

Zafar was furious because this had happened several times before. He wanted to see the Vice President of operations immediately and complain about the educational reimbursement policy and the lack of a systematic approach to staffing.

Questions for Discussion :

1. What might be the reasons that employees left after receiving their degrees through education reimbursement?
2. If you were the Vice President, what would you do?
3. How can such labour turnover be prevented?

*Answer any FIVE questions.
ALL questions carry equal marks.*

1. What are the qualities and qualification of a human resource manager?
2. Why external recruitment is preferred over internal recruitment?
3. What are the uses of psychological tests?
4. Why induction training is imparted?

Turn Over

Register Number : _____
Name of the Candidate : _____

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**M.B.A. (E-Business)
DEGREE EXAMINATION, 2012**

(FIRST YEAR)
(PAPER - III)

130. HUMAN RESOURCE MANAGEMENT

May] [Time : 3 Hours

Maximum : 75 Marks

SECTION – A (5 × 3 = 15)

5. Distinguish training from development.
6. What are the positive and negative aspects of indiscipline?
7. Why paired comparison method is used in appraisal system?
8. What is quality of working life?

SECTION – B (3 × 15 = 45)

Answer any THREE questions.

ALL questions carry equal marks.

9. Discuss the various techniques of selection process and their relative merit and demerits.
10. Discuss the various techniques used in designing of jobs.
11. Evaluate purpose use and relevance of various types of promotion and transfer.
12. Discuss the issues influencing wage and salary administration function in an organization.
13. Evaluate the various types of modern techniques of Performance Appraisal.

SECTION – C (1 × 15 = 15)

Answer the following question.

14. Zafar was the manager of the systems development department of Aero Space Inc. During his 15 years with the company, he trained many managers and encouraged their development, only to see many of them leave the firm after they got their advanced degrees. The company had a liberal policy of educational reimbursement (75 per cent of tuition costs and books) and many engineers (about 50 per cent of them had a Master's Degree in a technical field) took advantage of the educational opportunities. Ms Sridhar, an electrical engineer, came to see her boss Zafar, who congratulated her on getting a Master's Degree in Business Administration, which she received through the assistance of the firm's educational programme.

Ms.Sridhar, to the surprise of Zafar, said that she was leaving the company to go to a competitor because she did not see any opportunities for advancement in the firm.

Turn Over