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Reg. No. _____

Name: _____

A P J ABDUL KALAM TECHNOLOGICAL UNIVERSITY
THIRD TRIMESTER MBA DEGREE EXAMINATION APRIL 2017

MBA 33 HUMAN RESOURCE MANAGEMENT

Max. Marks: 60

Duration: 3 Hours

Part A

Answer all questions. Each question carries 2 marks

1. Enumerate the objectives of employee relations?
2. What is the significance of training?
3. Explain Red hot stove rule.
4. What is meant by compensation?
5. Why human factor is more important in an organization? (5x2 marks = 10 marks)

Part B

Answer any 3 questions. Each question carries 10 marks

6. Why is it correct to say that all managers are involved in the HRM function?
7. Discuss the model grievance procedure that is applicable in India. What are the essential pre requisites of a grievance procedure?
8. What are the objectives of employee training? Briefly outline the steps involved in conducting a training programme in a systematic way.
9. Explain any three methods of Performance appraisal with pros and cons? Which method would you prefer as an employee as well as a manager?
10. Illustrate the various sources of recruitment in business firms? Discuss their relative merits and demerits. (3x10 marks = 30 marks)

Part C

Compulsory question, the question carries 20 marks

11. Read the case and answer the questions given at the end:

A machine operator spilt a large quantity of liquid on the floor around his machine. The supervisor told the operator to clean up the spill. The operator refused stating that the specifications for his job did not include clean-up. Not having time to check the exact wording of the specifications, the supervisor called a service worker – a general helper-type of worker assigned to the department- to do the cleaning. The service worker was called at 2.55 p.m., which happened to be just before the scheduled afternoon general ten-minute rest period shutdown. But he refused to do the clean-up because he claimed that his job specification did not include such chores.

On reviewing the three job specifications, it was found that the job specification of the machine operator stated that the operator was responsible for keeping the machine in clean operating order, but nothing about floor cleaning. The job specification for the service worker listed responsibility for assisting operators in various ways such as getting materials and tools, when called for assistance, but nothing was said about the clean-up. Although the sweeper was not present at the time, his job specifications were also checked; it did include all forms of cleaning, but specification stated the sweeper's hours of work commenced after the shift ended.

- a) Comment on the theoretical base of job specification in this case.
- b) What suggestions do you have to give to settle this case and also to prevent a recurrence of such conflicts of opinion? (20 Marks)