

Reg No.: _____

Name: _____

APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY
Second Semester MBA Degree Examination September 2021 (2020 Scheme)

Course Code:20MBA106

Course Name: HUMAN RESOURCE MANAGEMENT

Max. Marks: 60

Duration: 3 Hours

PART A

Answer all questions. Each question carries 2 marks

- | | | Marks |
|---|--|-------|
| 1 | What is HRP? | (2) |
| 2 | What are the factors that influence compensation management? | (2) |
| 3 | What is 360-degree feedback? | (2) |
| 4 | Differentiate HRM and Personnel Management. | (2) |
| 5 | Indiscipline in organisation takes different forms. What are the various acts of indiscipline? | (2) |

PART B

Answer any 3 questions. Each question carries 10 marks

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| 6 | If you are the HR executive in an IT firm, what talent management initiatives will you implement in your organisation? | (10) |
| 7 | What is a trade union? What is the role of trade union in Industrial Relations? | (10) |
| 8 | What are the various 'on the job' training methods? Which one is more suitable for an engineering firm? | (10) |
| 9 | Discuss the job characteristics model of job design. | (10) |
| 10 | What are the different types of interviews? | (10) |

PART C

Compulsory question carrying 20 marks

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| 11 | George's Cleaning Company | (20) |
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On visiting one of George's Cleaning Company's stores, Jenny was surprised to be taken aside by a long-term employee, who met her as she was parking her car. "Murray, the store manager told me I was suspended for two days without pay because I came in late last Thursday.", said John. "I'm really upset, but around here the store manager's word seems to be law, and it sometimes seems like the only way anyone can file a grievance is by meeting you or your father

like this in the parking lot.” Jenny was very disturbed by this revelation and promised the employee, that she would look into it and discuss the situation with her father. In the car heading back to headquarters she began thinking over what George’s Cleaning Company’s alternatives might be.

Questions:

- a) Do you think it is important for George’s Cleaning Company to have a formal grievance redressal process? Why or why not?
- b) Based on what you know about the George’s Cleaning Company, outline the steps in what you think would be the ideal grievance redressal process for this company.
