

Reg No.: \_\_\_\_\_

Name: \_\_\_\_\_

**APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY**

Second Semester MBA Degree Regular and Supplementary Examination June 2023

**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 are the factors that influence Compensation Management?        | (2)   |
| 2 Recruitment is considered as positive. Give your comments for this. | (2)   |
| 3 What is 720-degree feedback?  | (2)   |
| 4 Define job analysis.  | (2)   |
| 5 What do you mean by collective bargaining?                          | (2)   |

**PART B***Answer any 3 questions. Each question carries 10 marks*

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|--|------|
| 6 Discuss the job characteristics model of job design.                             | (10) |
| 7 Elucidate the various components of compensation?                                | (10) |
| 8 Illustrate the various 'off the job' training methods?                           | (10) |
| 9 Elaborate the different sources of recruitment?                                  | (10) |
| 10 What is a trade union? What is the role of trade union in Industrial Relations? | (10) |

**PART C***Compulsory question carrying 20 marks*

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|--|------|
| 11 You are the newly appointed HR manager of WINON, a garment manufacturing unit located in Kochi. There is an unsaid agitation going on among your employees. Sometimes it's surfacing in the form of delay in delivery, untidy packaging, wrong labelling etc. And some employees, who have been working with the company for a decade, have already left the organisation in the last two months. Company management is relying on you for a positive turn of events. | (20) |
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Questions:

- a) What do you think are the sources of grievance leading to quality and retention issues?
- b) What grievance redressal procedure would you suggest/follow in your company?

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