

DG-452**M.B.A. II Semester (FT) Exam. 2014****HUMAN RESOURCE MANAGEMENT****Paper : CP-203****Time Allowed : Three Hours****Maximum Marks : 80****Section-A (Short Answer Type)**Note : Answer any **FOUR** only from Section A.

- Q.1. What is HRM? Discuss the scope of HRM. 8
- Q.2. Citing suitable examples explain how HR management concepts and techniques can be useful to all managers. 8
- Q.3. Will it be difficult to create a job description in a company with only 30 employees? Why or why not? 8
- Q.4. Discuss why some companies view training as a value-added activity whereas other companies see it simply as an expense. 8
- Q.5. Differentiate between training and development. 8
- Q.6. Why is performance management important for both the organisation and the employee? 8

Q.7. What are various environmental factors that affect HR management? 8

Q.8. Explain the need for industrial relations. 8

Section-B (Essay Type and Case)Note : Answer any **THREE** only from Section B.

- Q.1. Enumerating the steps of HRIS explain its importance in HRP. 16
- Q.2. Assume, you're the manager of a five-star hotel. As a manager, and looking at the quality of service delivery, you are required to see that all your staff members perform at a very high level. What do you think will be the greatest challenges in training the front-desk staff and the housekeeping staff? Explain, how would you overcome these challenges? 16
- Q.3. Compare and contrast the methods for collecting job analysis data. Listing the pros and cons of each explain what each is useful for. 16
- Q.4. What is the need for performance appraisal? Discuss various performance appraisal techniques used by organisations. 16
- Q.5. What do you mean by employee welfare? Discuss the various types of employee welfare activities. 16

