

AS-758

M.B.A. (Semester—II) Examination
HUMAN RESOURCE MANAGEMENT
Paper—MBA/203

Time : Three Hours]

[Maximum Marks : 70

Note :—(1) **ALL** questions carry equal marks.

(2) Figures to the right indicate marks.

SECTION—A

1. (a) Elucidate the evolution of Human Resource Management (HRM). Discuss its significance due to the emergence of large corporations. 14

OR

- (b) Define the HRM in detail and explain its role as a source of competitive advantage in Indian Corporate scenario. 14

SECTION—B

2. (a) Define succession planning and steps involved in succession planning. 7
(b) A medium scale manufacturing company wants to improve the efficiency of the human resources. In what way they can assess training needs ?
Which training method they should use to impart training to the marketing staff ? 7

OR

- (c) Explain the concept of career planning and development. 7
(d) Mr. Harshal Sinha is the CEO of automobile company; from last 12 years company got maximum profit because of the good performance of employees. But since 2 years company has borne losses because of low performance of employees.

Mr. Harshal has given this responsibility to design effective performance management system to HR manager.

If you are HR Manager of this company how will you design the effective performance management system ? 7

3. (a) What is Organizational Development ? Discuss the steps involved in OD. 7
(b) HR Manager wants to improve the work life of employees in his organization as a manager plan for a good 'Quality of Work Life' for employees. 7

OR

- (c) How the reward system helps to improve the quality of work life of employees ? 7
(d) In Advant Auto Ltd, it has been observed that any decision taken by it in any of the functional department is opposed by other departments. As an expert, suggest appropriate intervention strategy to get rid of the problem. 7

SECTION-C

4. (a) What is Knowledge Management ? Briefly explain the process of knowledge creation. 7
(b) Discuss some new trends in the field of HRM. 7

OR

- (c) Explain the strategic management process in the context of strategic HRM. 7
(d) What is Virtual Organization ? What are the challenges faced by Virtual Organization ? 7

SECTION-D

5. Mr. Bhatia, Human Resource Manager of Jadhav Group of Industries approached the CEO on 30th Jan 2017 and informed him the absence of Mr. Mohit Sharma Accountant in the Finance Department, for the past one month and requested him to approve the show cause notice to be served to Mr. Mohit as per the Labour Laws in Force. The CEO told Mr. Bhatia "When Mr. Mohit has been absent for the last one month, your duty is to go to Mr. Mohit's house, find out the reason and solve the problem of Mr. Mohit and not to report the absence to me. Go immediately to Mr. Mohit's house, find the reason and report it to me before 5.00 pm today".
Mr. Bhatia immediately left for Mr. Mohit's house and learnt from Mr. Mohit's wife that Mr. Mohit has been in distress as he has been trying to mobilize Rs. 5,00,000 for the surgery of his sick wife in a reputed hospital in Mumbai. Mr. Bhatia met Mr. Mohit around 3 pm and both of them met

the CEO. Both of them appraised the CEO the reason for absence and distress of Mr. Mohit. The CEO immediately contacted the hospital and informed them that the company will pay Rs. 5,00,000/- tomorrow i.e. 31st Jan, 2017 and requested the doctor to conduct the surgery for Mr. Mohit's wife tomorrow itself.

The CEO ordered Mr. Bhatia to issue a cheque for Rs. 5,00,000/- in favour of hospital and also pay Rs. 1,00,000/- in cash to Mr. Mohit to meet incidental expenses as a grant. Mr. Mohit as well as Mr. Bhatia were surprised at the decision of CEO. Mr. Mohit became emotional and touched the feet of the CEO.

The CEO told Mr. Bhatia, "Problems of our employees are the company's problem. Treat the employees as human beings and members of company's family".

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| (i) Analyse the case. | 7 |
| (ii) What motivation this incidence will bring in the working of other employees ? | 5 |
| (iii) Suggest a suitable title for this case. | 2 |

