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SARDAR PATEL UNIVERSITY
MBA (SECOND SEMESTER) EXAMINATION - APRIL 2008
CC 114: HUMAN RESOURCE MANAGEMENT
3rd MAY 2008, SATURDAY

Time : 11.00 am – 2.00 pm

Max. Marks : 60 Marks

Notes :

1. All questions are compulsory.
2. Figures to the right indicate the marks.
3. This is a closed book examination.

- Q1. (a)** Bring out the changing environment of Human Resource Management under The scenario of increasing BPO's. **(08)**
- (b)** Why Performance Appraisal fails in many organizations? **(04)**
- Q2. (a)** "HRM policies and principles contribute to the effectiveness, continuity and the stability of the organization" Give your view points. **(06)**
- (b)** Depict the meaning of Human Resource Planning and explain the process of HR Planning. **(06)**
- Q3. (a)** Explain the term " Industrial Relations". Bring out its importance. Also discuss the different approaches to IR. **(06)**
- (b)** Discuss the Health and Safety provisions according to Factories Act, 1948 **(06)**
- Q4. Discuss in detail (any two)** **(12)**
- (a)** Off- the-job Training Methods.
- (b)** BARS – As a tool to appraise performance of an employee at corporate level.
- (c)** Employee Recruitment and Selection process
- Q5. Study the given case and answer the following questions.** **(12)**
- (a)** How would you rate Dinesh's behaviour? What method of appraisal would you use? Why?
- (b)** Do you assess any training needs of employees? If yes, what inputs should be embodied in the training programme?

P.T.O.

MECHANIST'S INDISCIPLINED BEHAVIOUR

Dinesh, a machine operator, worked as a mechanist for Ganesh, The supervisor. Ganesh told Dinesh to pick up some trash that had fallen from Dinesh's work area and Dinesh replied, "I won't do the janitor's work".

Ganesh replied, "When you drop it, you pick it up". Dinesh became angry and abusive, calling Ganesh a number of names in a loud voice and refusing to pick up the trash. All the employees in the department heard Dinesh's comments.

Ganesh had been trying for two weeks to get his employees to pick up trash in order to have cleaner workplace and prevent accidents. He had talked to all employees in a weekly departmental meeting and to each employee individually at least once. He started that he was following the instructions of the general manager. The only objection came from Dinesh.

Dinesh has been with the company for five years, and in this department for six months. Ganesh had spoken to him twice about excessive alcoholism, but otherwise his record was good. He was known to have quick temper.

This outburst by Dinesh hurt Ganesh badly. Ganesh told Dinesh to come to the office and suspended him for one day for insubordination and abusive language to a supervisor. The decision was within company policy and similar behaviours had been punished in other departments.

After Dinesh left Ganesh's office, Ganesh phoned the HR Manager, reported what he had done and said that he was sending a copy of the suspension order for Dinesh's file.
