

MBA 2nd Sem

Total number of printed pages-3

25 (2) HRMN 204

2013

HUMAN RESOURCE MANAGEMENT

Paper : 204

Full Marks : 70

Time : Three hours

*The figures in the margin indicate full marks
for the questions.*

Answer any five questions.

1. (a) Explain the concept of complaint and grievance. Discuss the different types of Grievance Redressal procedures. 7
- (b) Discuss the positive and the progressive discipline approaches in encouraging desirable employees' behaviour. 7
2. Define the term "Industrial Dispute". Discuss the process of settlement of Industrial disputes in India. 14

Contd.

3. What are the factors affecting Human Resource Planning? Discuss the process of HRP and the programme planning options available to the HR Manager. 14

4. (a) Design a Faculty Evaluation system for a Junior College (Science & Commerce). Some key issues:

(i) How should performance be measured (outcomes, key result areas)?

(ii) What should be the criteria?

(iii) Who should be the raters? 7

(b) Describe the Behavioural Anchored Rating Scales (BARS). 7

5. (a) What are the general principles involved in framing a Recruitment Policy and what are the elements of a good Recruitment Procedure? 7

(b) Discuss the Interview process and the common interviewing mistakes. 7

6. (a) "Training efforts are based on certain Learning principles", Discuss. 7

(b) Describe the Training Need Analyses involved in meeting the need of the organisation and the employees. 7

7. (a) How do working conditions affect Employee Health? What steps should be taken by management to protect employee health and also comply with the provisions regarding health in the Factories Act, 1948? 7

(b) What are the common causes of accidents in a factory? What steps should be taken to ensure Employee Safety? 7

8. (a) Elaborate the Wage determination process and the criteria for wage fixation. 7

(b) Define 'Minimum Wage', 'Fair Wage' and 'Living Wage'. 7