

SVKM'S

Narsee Monjee Institute of Management Studies (NMIMS)

School of Distance Learning

Subject: Management of Human Resources

Program: BBA/PGDDBM/DMM/PGDMM/DFM/PGDFM/DHRM/PGDHRM/DBFM/PGDBFM/
DITM/PGDITM/DSCM/PGPSCM/ADITM/APSCM

Semester: I

Date: 29.05.2010

Total Marks: 100

Duration : 3 Hours

Time : 11.00 am to 2.00 pm.

Instructions: Candidates should read carefully the instructions printed on the question paper and on the cover of the Answer Book, which is provided for their use.

NB:

4. All 4 questions to be attempted.
5. All sub-questions carry equal marks.
6. Answer to each new question to be started on a fresh page.
7. Figure in brackets indicate full marks.

Q1. Attempt any 2 out of any 4

(Marks : 10)

- a. Explain the term "Equal Remuneration" under the Equal Remuneration Act, 1976.
- b. What are the various Incentives and Reward systems?
- c. What is Human Resource Information System (HRIS)?
- d. What are the objectives of performance coaching?

Q2. Write Short notes on any 3 out of 5

(Marks : 15)

- a. Induction and Orientation
- b. Selection Tools
- c. Trade Unions and Their Roles
- d. Components of HRM
- e. Worker's Participation in Management

Q3. Attempt any 3 out of 5

(Marks : 45)

- a. What is training & development? What methods can be used to make training more effective? How will you assess the effectiveness of training?

- b. What is recruitment? What are the sources of recruitment used by organizations? Which sources would you prefer and why?
- c. What role does a HR manager play in any organization? How can HR contribute more effectively to any organization?
- d. Explain the term "Assessment Centre". What are the benefits and challenges of an Assessment Centre. Distinguish between Assessment Centre and Development Centre.
- e. What are the purposes and advantages of promotion? Explain the different types of promotions and the promotion practices in India.

Q4. Case Study

(Marks : 30)

Which is More important – Recruiting or Retaining?

Uptron Electronics Limited, is a pioneering and internationally reputed firm in the Electronics industry. It is one of the largest firms in the country. It attracted employees from internationally reputed industries and industries by offering high salaries, perks, etc. it has advertised for the position of an Electronics Engineer recently. Nearly 150 candidates applied for the job. Mr. Sashidhar, an Electronics Engineering Graduate from Indian Institute of Technology with 5 years working experience in a medium-sized electronics firm, was selected from among the 130 candidates who took tests and interview. The interview board recommended an enhancement in his salary by Rs. 5,000 more than his present salary at his request Mr. Sashidhar was very happy to achieve this and he was congratulated by a number of people including his previous employer for his brilliant interview performance, and wished him good luck.

Mr. Sashidhar joined Uptron Electronics Ltd., on 21st January, 2002, with great enthusiasm. He also found his job to be quite comfortable and a challenge one and he felt it was highly prestigious to work with this company during the formative years of his career. He found his superiors as well as subordinates to be friendly and cooperative. But this climate did not live long. After one year of his service, he slowly learnt about a number of unpleasant stories about the company, management, the superior-subordinate relations, rate of employee turnover, especially at higher level. But he decided to stay on as he had promised several things to the management in the interview. He wanted to please and change the attitude of management through his diligent performance, firm commitment and dedicated. He started maximizing his contributions and the management got the impression that Mr. Sashidhar had settled down and will remain in the company.

After some time, the superiors started riding rough-shod over Mr. Sashidhar. He was over loaded with multifarious jobs. His freedom in deciding and executing was cut down. He was ill-treated on a number of occasions before his subordinates. His colleagues also started assigning their responsibilities to Mr. Sashidhar. Consequently there were imbalances in his family life, social life and organizational life. But he seemed to be calm and contented. Management felt that Mr. Sashidhar had the potential to bear with many more organizational responsibilities.

So the General Manager was quite surprised to see the resignation letter of Mr. Sashidhar along with a cheque equivalent to a month's salary one fine morning on 18th January, 2004. The general manager relieved him on 25th January, 2004. The General Manager wanted to appoint a committee to go into the matter immediately, but dropped the idea later.

QUESTIONS

1. What prevented the General Manger from appointing a committee?
2. What is wrong with the recruitment policy of the company?
3. Why did Mr. Sashidhar's resignation surprise the General Manager?
