

[This question paper contains 3 printed pages.]

Your Roll No.....

Sr. No. of Question Paper : **6831**
Unique Paper Code : 61011405
Name of the Paper : Human Resource Management
Name of the Course : **Bachelor of Management Studies (BMS),
2023 LOCF**
Semester : IV
Duration : 3 Hours
Maximum Marks : 75



Instructions for Candidates

1. Write your Roll No. on the top immediately on receipt of this question paper.
 2. Attempt **any five** questions.
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1. (a) The globalized world of today requires a diverse workforce and this diversity is increasingly being encouraged in organizations. But diversity also presents numerous challenges to organizations at the same time. What are these challenges and how can HR departments aid the organization in addressing these challenges? (7)
 - (b) Meera works as HR manager for Regal Enterprises, which is a growing cosmetic manufacturing firm. Much of this growth has created a need for a strategic recruiting process. In the past, the company recruited simply on the basis of the applications they received, rather than actively searching for the right person for the job. Over the next year, the organization will need to hire six floor supervisor positions, thirteen office staff positions, five production manager positions and one vice president-operations position. Suggest the recruiting sources she should use to fill these positions stating their advantages and disadvantages. (8)

P.T.O.

2. (a) Rajat, the owner and manager of a company with fifty employees, has hired you to take over the HRM function so that he can focus on other areas of his business. During your first two weeks, you find out that the company has been greatly affected by the booming economy and is expected to experience overall revenue growth of 10 percent over the next three years, with some quarters seeing growth as high as 30 percent. How will you initiate proper human resource planning in this organization? What do you understand by succession planning? What are its benefits? (7)
- (b) Arushi is a HR manager at ABZ Bank. She felt that bank was facing productivity problems due to huge queues building up due to staff being untrained leading to customers becoming restless and complaining. She feels that customers could be approached and encouraged to use more productive methods, such as use of automatic teller machines (ATMs) and online banking. She also needs to work with her staff to find ways to improve service. This latter approach would involve the staff in looking for recurring problems and finding appropriate solutions for them. She felt she should obtain training for her staff in:
- (a) quality and productivity improvement techniques.
- (b) dealing with difficult customers.
- (c) Which methods of training do you think will be suitable for the staff for the above mentioned areas? (8)
3. (a) What do you understand by the stages of Career Development? Do you think Career Planning is realistic in these fast changing times. Why? What is the importance of career planning for an individual as well as the organization? (7)
- (b) Discuss how performance appraisal has evolved over time into performance management? What are the various traditional and modern Performance management tools? Which of these methods would you prefer as a HR director of a large Multinational Consulting Company for appraising the performance of your employees? Why ? (8)
4. Define compensation. What are the various steps in designing a compensation system for an organization? What are the main components of a pay structure? What factors affect compensation levels in an organization? (15)

5. (a) What are the reasons for workers joining unions? What are the problems of trade unions in India?. (8)
- (b) What is industrial disputes? Discuss the machinery for settlement of industrial disputes in India. (7)
6. Write short notes on any three. (3*5= 15)
- (i) Methods of obtaining job analysis information.
 - (ii) Succession Planning
 - (iii) Selection Procedure
 - (iv) Process of Collective Bargaining
 - (v) Grievance Redressal Procedure