“QUESTION PAPER MUST BE ATTACHED ALONGWITH THE ANSWER BOOK.”

May, 2015

HUMAN RESOURCES MANAGEMENT

Reg. No.

[Time : 3 Hours] [Total Marks: 100]

Answer EIGHT questions only. Question number 10 is compulsory which carries 16 marks.

Any 7 questions from Q. No. 1 to Q. No. 9 which carries 12 marks each.

Q. 1. What do you understand by the following? (Any three)
   a) Unlearning
   b) Syndicate Discussions
   c) Leadership Continuum
   d) Johari Window

Q. 2. Explain the below mentioned strategies in Conflicts (Any three)
   a) Accommodation
   b) Competition
   c) Collaboration
   d) Compromise

Q. 3. How do you view the following concepts on organization (HRM) (Any three)
   a) Collective Bargaining
   b) On-the Job Training (OJT)
   c) Human Relations Approach
   d) Counsellor-Counselllee Relationship

Q. 4. Answer (Any two)
   a) What in your opinion is positive discipline?
   b) Elaborate on three types of both Minor and Major penalties.
   c) State the steps which you as a Disciplinary Authority, would take before imposing major penalty to ensure that Principles of Natural Justice are followed.

Q. 5. Distinguish/Differentiate between the following (Any two)
   a) Authority and Delegation
   b) Career Development and Management Development
   c) US and Japanese style of Management

Q. 6. Answer (Any two)
   a) Explain the different types of Performance Appraisal Systems.
   b) What is the importance of Appraisal system to the Employee?
   c) Which performance appraisal system, in your opinion, is suitable to insurance organisation?
Q. 7. "Change is seen both in external environment as well as internal aspects of an organization." Elucidate and explain the various steps involved in management of change & role of Organization Development (OD) ?

Q. 8. Salary is not the only important aspect for employee satisfaction. Discuss this statement by giving specific examples from your organization.

Q. 9. Motivation is an integral part of Human Resources Management. How do you justify this statement. Also explain the qualities of a good motivator?

Q. 10. Formulate a Transfer & Mobility Policy for Officers, which ensures not only periodical rotation of officers but also makes available "right man for the right post", spelling out in detail types of transfers.

End