October, 2013

HUMAN RESOURCES MANAGEMENT

(Time: 3 Hours)

Answer EIGHT questions only. Question number 10 is compulsory which carries 16 marks.
Any 7 question from Q. No. 1 to Q. No. 9 which carries 12 marks each.

Q.1 Explain (Any Three)
   a) Factors determining the span of control
   b) Stages of sound recruitment process
   c) Employee Benefits
   d) Expectancy Theory

Q.2 Differentiate Between the following (Any Three)
   a) Mentoring and Counselling
   b) Job enrichment and Job rotation
   c) On-the-job Development and Off-the-job Development
   d) Open appraisal system and Confidential appraisal system

Q.3 Answer (Any Three)
   a) Describe the Hierarchy of Needs Theory
   b) What factors should be taken into account to ensure placement of “Right man for the Right Post”
   c) Explain the main objectives of an interview in the selection process and state the steps which you consider necessary to make the interviews effective?
   d) Describe the different stages of Learning and explain why unlearning is necessary to learn something more valid and worthwhile.

Q.4 Discuss the following theories (Any Two)
   a) Theory X and Theory Y
   b) Achievement Theory
   c) Expectancy Theory

Q.5 Explain the following concept (Any Two)
   a) Unlearning
   b) Leadership Continuum
   c) Johari Window

Q.6 Answer (Any Two)
   a) Describe the various components of art of Leadership and state the different systems of management which leaders may adopt.
   b) “Despite the distinct advantage of delegation, many managers are unwilling to delegate and many subordinates are reluctant to accept the delegated jobs”. Explain
   c) Examine the relevance of Corporate Social Responsibility in the context of Business and Profitability.
Q.7 "While Promotion can be great motivator, denial of promotion can create havoc at times." Discuss and recommend suitable promotion criteria for promotion from the cadre of employee to the cadre of officer.

Q.8 Recently your organization has decided to bring about a new employee evaluation system which involves evaluation both from top to bottom and vice-versa. Discuss the merits and demerits of such a system.

Q.9 Explain the importance of "On-the-job Counselling". State the situations where counselling may be required by the employees. What special skills are required by a manager to become a good counsellor.

Q.10 Individual Development is also an important element of Human Resource Management which could be hindered by barriers. Discuss this statement with Examples.

End