

End Semester/Reappear (Semester II) Examination July 2022

Programme: ABM
Subject: Human Resource Management
Subject Code: 11.552
Enrollment No: _____

Full Marks: 70
Time: 3 Hrs.

Section I

- 1. Short Answer type questions. Answer any four. 4 x 5 = 20**
- State the differences between HRM and PM.
 - Define HRP. Why is it important for an organization?
 - Enumerate the benefits of Training & Development in an organization.
 - Elaborate the term “Induction” and its importance in the organisation.
 - Discuss Compensation. Mention the importance of Compensation Management.
 - What do you mean by Fringe benefit? Why is it important in an organization?

Section II

- Long Answer type questions. Answer any three. 3 x 10 = 30**
- Recommend some steps the managers can take to align training with business needs. Discuss with example.
 - Explain the purpose of assessing current human resources. How is job analysis done?
 - Describe the different styles of leadership followed in an organization. In your opinion, which one is more suitable?
 - Define MBO. Discuss the advantage of MBO over traditional method. Illustrate its advantages & disadvantages in modern organisations.
 - Analyze the strategies used for successful transfer and separation.

Section III

- Application based questions. Answer any one. 1 x 20 = 20**
- How can organisations develop accurate HR plans when there are so many rapidly changing environmental factors over which managers have little or no control? Illustrate the factors in detail with proper example.
 - “Human resource management is a proactive approach and personnel management is a relative approach to perform the same set of function related to managing human resource”- Do you agree with this statement? Give logic in support of your answer.
 - Mr. Das has served in five star hotels in Mumbai & Bangalore wants to make his hotel the number one hotel in Chennai. The staff & employees of this hotel are recruited locally. Since most of them do not have experience working in five star hotels, they do not have the attitudes and skills to deal with the hotel’s customers. The supervisory staffs are well qualified and have undergone an intensive training in five star hotels in Mumbai. The assistants in the front office, lobby, restaurant and kitchen did not have any formal training and the supervisory staff found it difficult to give suitable instructions. The employees and staff did not rise to the expectations of the business customers. Lately, there has been increasing number of complaints about cleanliness, housekeeping,

room service at restaurants. Mr. Das called a number of meetings with departmental heads and supervisory staff. They strongly recommended a formal training programme for staff and employees. However the problem was that the supervisory staff donot wish to relieve the staff during working hours and the staff are not willing to attend the training after the working hours.

You have been appointed as a management consultant and have been asked to give a comprehensive training plan for the employees giving the needs, duration of the training, contents, methodology, resource persons and a formal appraisal method to evaluate the effectiveness of the training programme.

Questions:

- a. How will you make a comprehensive training plan for all the staff who need training?
- b. What would be the contents of the training programme?
- c. How will you assess the training needs?
- d. How will you motivate the staff for attending the training programme?
