

BALLARI INSTITUTE OF TECHNOLOGY & MANAGEMENT

(Autonomous Institute under Visvesvaraya Technological University, Belagavi)

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Course Code

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Second Semester MBA Degree Examinations, October/November 2022

HUMAN RESOURCE MANAGEMENT

Duration: 3 hrs

Max. Marks: 100

- Note:** 1. Answer any FOUR full questions from Question No. 1 to 7.
 2. Question No. 8 is compulsory
 3. Missing data, if any, may be suitably assumed

<u>Q. No</u>	<u>Question</u>	<u>Marks</u>	<u>(RBTL:CO:PO)</u>
1.	a. Articulate the definition of Human Resource Management.	03	(1 : 1 : 1)
	b. Distinguish Personnel Management versus Human Resource Management.	07	(2 : 2 : 2)
	c. Explain the Harvard model and the Guest model in detail.	10	(2 : 2 : 2)
2.	a. Interpret the meaning of Job analysis?	03	(1 : 1 : 1)
	b. Discuss the recent trends in recruitment.	07	(2 : 2 : 2)
	c. Explain the process of Human Resource Planning.	10	(4 : 2 : 2)
3.	a. Articulate the definition of Human Resource Planning.	03	(1 : 1 : 1)
	b. Discuss the various tools and techniques for Demand Forecasting.	07	(2 : 2 : 2)
	c. Explain the process of Training.	10	(4 : 2 : 2)
4.	a. What is the underlying concept of 360 degree appraisal?	03	(1 : 3 : 4)
	b. Distinguish between Performance Management and Performance Appraisal.	07	(2 : 2 : 2)
	c. Explain the Process of Performance Appraisal.	10	(4 : 2 : 2)
5.	a. Interpret the meaning of Application Tracking System.	03	(1 : 1 : 1)
	b. Classify and explain the various sources of recruitment.	07	(3 : 3 : 3)
	c. Explain the Process of Selection.	10	(4 : 2 : 2)
6.	a. Outline the definition of Small and Medium Enterprises (SME).	03	(1 : 1 : 1)
	b. Identify the HR challenges in SME's.	07	(4 : 4 : 4)
	c. Determine the Factors influencing the adoption of HRM practices in SMEs.	10	(5 : 4 : 4)
7.	a. Interpret the meaning of HR Innovation.	03	(1 : 1 : 1)
	b. Discuss the Innovative HR Practices in India.	07	(2 : 2 : 2)
	c. Prepare a plan on how to make Human Resource Management Innovations Sustainable?	10	(5 : 5 : 5)

Case study

Mr. Roy has served in five star hotels in Delhi and Hyderabad wants to make his hotel the number one hotel in Chennai. The staff and 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 Delhi. 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, and room service at restaurants. Mr. Roy called a number of meetings with departmental heads and supervisory staff. They strongly recommended a formal training programme for staff and employees of the hotel. Hence it was agreed that suitable training to be given to staff and employees. However the problem was that the supervisory staffs do not wish to relieve the staff during working hours and the staffs are not willing to attend the training after the working hours.

You have been appointed as 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.

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| a. How will you make a comprehensive training plan for all the staff that needs to be given training? | 05 | (4 : 3 : 3) |
| b. What would be the contents of the training programme? | 05 | (4 : 3 : 3) |
| c. How will you assess the training needs? | 05 | (4 : 3 : 3) |
| d. How will you motivate the staff for attending the training programme? | 05 | (4 : 3 : 3) |

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