

August 2012Bachelor of Business Administration (BBA) Examination
II Semester**Human Resource Management**

Time : 3 Hours]

[Max. Marks : 80

Note : Attempt any four questions from Section A. Section B is compulsory. All questions carry equal marks.**Section A**

- Q. 1. Discuss the forthcoming challenges before the human resource management in India.
- Q. 2. Write the Job description and Job specification for post of lecturer in a degree college.
- Q. 3. Discuss the role of career planning from both employee and employer point of view.
- Q. 4. What do you mean by job evaluation ? Discuss its role in business.
- Q. 5. As a HR Manager of an automobile industry, outline the steps you would take to protect the workers from fatigue, and accident prevention.
- Q. 6. Answer any two of the following :
- Bring out the differences between Recruitment and Selection in any service organisation.
 - Basis of Promotion and demotion in a newly set up trading organisation.
 - Comment on minimum, fair wages and living wage for porter at Railway Station.

Section B

- Q. 7. Read the following case and answer the given questions.

CASE

You are a general manager of a large Toy Company. After an extensive study of operation you have approved installation of new machines and a new scheduling system. This investment is expected to result in substantial increase in number of units produced and decrease in manufacturing costs. To the surprise of everyone the production has not increased as expected. In fact, production has dropped, quality has fallen off and worker complaints have increased.

You believe that there is nothing wrong with the machines. The manufacturer's representations have thoroughly chocked the opera-

tion in plant and are satisfied that they should operate at peak efficiency.

You have reason to believe that new scheduling system may be the culprit. But your immediate subordinates insist that the new system is operating as intended. Some subordinates believe that drop in production is entirely due to worker psychology. It is caused by a combination of factors such as poor training, poor supervision, lack of financial incentives, and poor morals.

Your president called you in the morning and has reviewed your production figures for the last quarter. He is concerned about the effectiveness of your investment decision to acquire new machines. He indicated that the problem was yours and he wanted to know that actions you intend take to resolve this situation within one week.

Questions :

1. Do you have the information necessary to make the decision ?
2. What steps would you suggest to fix the problem ?
3. How will you ensure favorable work environment leading to rise in productivity without sacrificing employee interest ?

