

June 2018

## Master of Business Administration (MBA) Examination

(Full Time) (New) Second Semester

## FT-206-C : FUNDAMENTAL OF HUMAN RESOURCE MANAGEMENT

[Max. Marks 80]

Time 3 Hours)

Note : Attempt any four questions from Section A. All questions carry equal marks.  
Section B is compulsory and carries 20 marks.

## Section A

1. Discuss the statement given below "Human Resource Management Policies should be an integral part of organizations strategy."
2. How Job Analysis is useful in Recruitment and Selection activities of Human Resource Management? Explain with examples.
3. Explain the meaning, need and significance of Training. Discuss the process of developing an effective training programme in any organisation.
4. Explain performance appraisal as development tool and write a brief note on new trends in performance appraisal systems at global level.
5. What are the types of incentives and fringe benefits? Explain the need for incentives and fringe benefits. Support your answer with suitable examples.
6. Write short notes on any two of the following :
  - (a) Knowledge Management
  - (b) Job Evaluation
  - (c) Human Resource Information System
  - (d) HRM in Global Scenario.

## Section B

7. Analyse the case and answer the questions given at the end :

**Application Case : JACK NELSONS PROBLEM**

As a new member of the board of directors for a local bank, Jack Nelson was being introduced to all the employees in the home office. When he was introduced to Ruth Johnson, he was curious about her work and asked her what her machine did. Johnson replied that she really did not know what the machine was called or what it did. She explained that she had only been working there for two months. She did, however, know precisely how to operate the machine. According to her supervisor, she was an excellent employee.

At one of the branch officers, the supervisor in charge spoke to Nelson confidentially, telling him that "something was wrong," but she didn't know what. For one thing, she explained, employee turnover was too high, and no sooner had one employee been put on the job than another one resigned. With customers to see and loans to be made, she continued, she had little time to work with the new employees as they came and went.

All branch supervisors hired their own employees without communication with the home office or other branches. When an opening developed, the supervisor tried to find a suitable employee to replace the worker who had quit. <http://www.davvonline.com>

After touring the 22 branches and finding similar problems in many of them, Nelson wondered what the home office should do or what action he should take. The banking firm was generally regarded as a well-run institution that had grown from 27 to 191 employees during the past eight years. The more he thought about the matter, the more puzzled Nelson became. He couldn't put his finger on the problem, and he didn't know whether to report his findings to the president.

**Questions :**

1. What do you think is causing some of the problems in the bank home office and branches ?
2. Do you think setting up an HR unit in the main office would help ?
3. What specific functions should an HR unit carry out ? What HR functions would then be carried out by supervisors and other line managers ? What role should the internet play in the new HR organization?