

5. (a) "Career planning is not an event or an end in itself, but a process of development of human resources." Explain the various stages an individual undergoes in the development of his career.

(9)

- (b) Discuss the internal and external sources of recruiting candidates in a firm.

(9)

6. Write Short Notes on any **three** : (6×3=18)

(a) Grievance Redressal Procedure

(b) Succession Planning by Managers

(c) Essentials of Effective Collective Bargaining

(d) Work Life Balance

(e) HRIS

(2000)

[This question paper contains 4 printed pages.]

Your Roll No.....

Sr. No. of Question Paper : 6121

J

Unique Paper Code : 2922062403

Name of the Paper : HUMAN RESOURCE
MANAGEMENT

Name of the Course : **BMS**

Semester : IV

Duration : 3 Hours

Maximum Marks : 90

Instructions for Candidates

1. Write your Roll No. on the top immediately on receipt of this question paper.
2. Attempt any **five** questions.

1. ABC consulting bases it's annual pay rises on how well they perform their job duties.

For the past years the raises have been around 10% of the basic pay. The management got a feedback through internal sources that employees did not find a

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connection with pay and performance. Most of the workers were given above average rating by the supervisors. The management went ahead and implemented a new appraisal system for appraising performance under which the supervisor had to compulsorily distribute the employees in various categories based on their performance ratings. The top 10% got excellent, the next 20% got above average, next 35% got average and the lowest 10% got below average. But this system too generated resentment towards supervisors and demotivating among employees.

- (a) What can be the cause of resentment and demotivation among employees. (6)
 - (b) What are problems associated with the type of new method of performance appraisal method implemented. (6)
 - (c) What alternative method of appraisal will you suggest. Give reasons. (6)
2. (a) As a HR manager what information will you include if required to write a job description and a job specification. (9)

- (b) While designing a pay package for employees what benefits and incentives are required to be considered. (9)

3. Azure, an e-retailer is planning to expand its operations in various states of India. As an HR manager you have been asked to find suitable candidates for managerial, technical and administrative posts.

- (a) Describe the various tests you could use for employee selection. (9)

- (b) Design a training program for the candidates selected for managerial roles. (9)

4. (a) ABC textiles is a large manufacturing company. Since the past 5 years, it has been growing and currently has a market share of 15%. The company decides to expand. What steps should they follow for Human Resource Planning for meeting their requirements of production due to expansion? (9)

- (b) As an HRM manager briefly discuss and illustrate the important trends influencing HRM in the current world. (9)