

Reg. No.

**MANIPAL INSTITUTE OF TECHNOLOGY**

MANIPAL

A Graduate Institute of Manipal University

III SEMESTER MCA**END SEMESTER EXAMINATIONS, NOV/DEC 2017****SUBJECT: HUMAN RESOURCE MANAGEMENT [MCA 5021]****REVISED CREDIT SYSTEM****(24/11/2017)****Time: 3 Hours****MAX. MARKS: 50****Instructions to Candidates:**

- ❖ Answer ANY FIVE FULL questions.
- ❖ Missing data may be suitable assumed.

1A.	Discuss the benefits of collective bargaining and explain it's importance in industry relations.	5
1B.	Briefly explain the various methods of job performance evaluation.	3
1C.	List out three pitfalls to be guarded against in an appraisal conference or process.	2
2A.	Why are like-me judgements a big bane/curse in the recruitment process? What proactive steps could the HR manager take to stop this culture in recruitment?	5
2B.	"Compensation Management" plays a vital role in various aspects of HR. Discuss.	3
2C.	"Good organizational foundations are built based on levels of staff motivation, take care of your staff needs and they will in turn take care of the organization's clients". Justify this HR quote.	2
3A.	Hypothetically assume that Aarylene, a 31 year old young single mother, has worked for your agency for the past four years. Her work performance has begun to deteriorate in the recent months in the sense she has been reporting late almost everyday, and has been falling consistently behind in her work schedules. As her manager how would you deal with this catch 22 situation keeping in mind that she has been an asset to your organization?	5
3B.	Discuss the various ways to deal with the "passed over" employee.	3
3C.	Compare job enlargement and job enrichment giving three points.	2
4A.	Stress on the merits and demerits of Graphic rating scales as a Performance Appraisal Management System.	5
4B.	Discuss the importance of rating process and stress it's errors.	3
4C.	What do you understand by the term Performance Appraisal Management systems?	2
5A.	What is the difference between personal management and HRM? How would you answer an HR question asked "What is a measure of success for you or Are you successful or Do you consider yourself successful?"	5

5B.	Explain how to deal with motivation of the dead end employee?	3
5C.	Hypothetically assume that Bobby V, a 50 year old employee, has worked for your agency for the past ten years. Since the past twelve months his work performance has begun to deteriorate, he is coming late almost everyday and a few clients have called you to say he seems disinterested in their problems. As his manager how would you deal with this predicament?	2