

Reg. No.

**MANIPAL INSTITUTE OF TECHNOLOGY****MANIPAL***(A constituent unit of MAHE, Manipal)***III SEMESTER MCA****END SEMESTER EXAMINATIONS, JAN 2021****SUBJECT: HUMAN RESOURCE MANAGEMENT [HUM 5043]****REVISED CREDIT SYSTEM****(06/01/2020)****Time: 3 Hours****MAX. MARKS: 50****Instructions to Candidates:**

- ❖ Answer **ALL** the questions.
- ❖ Missing data may be suitable assumed.

1A.	Discuss why HRM is considered to be a superset when compared to Personal Management in function.	5
1B.	Briefly explain the differences between Critical Incidents and BARS as methods of job performance evaluation.	3
1C.	What is the most effective method of recruiting of applicants to jobs? Justify.	2
2A.	Is knowledge about employment, trade-unions and labour laws necessary for a good HR specialist? List out some HRM laws which might help in handling such issues.	5
2B.	Why is "Compensation Management" such a sensitive topic for HR managers?	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 famous HR quote by Richard Branson.	2
3A.	Discuss with the help of guidelines available, how an appraisal meeting should be ideally conducted to avoid confusions and discontent among employees.	5
3B.	Discuss the various ways to deal with a "very senior stubborn and egotistic" employee.	3
3C.	As an HR manager, how should one deal with a technophobe? Prepare a job specification for Placement Officer of an Engineering college by putting up a vacancy advertisement.	2
4A.	What are the most important rewards you expect to gain from your career?	5
4B.	Discuss the importance of the process of training and development for employees.	3

4C.	What do you understand by the term pitfalls in Performance Appraisal Management Systems? How do you steer clear of falling into that trap?	2
5A.	i)What are the functions and objectives of HRM? ii) How should one answer an HR question asked "How do you view work induced stress and When do you consider yourself stressed and How do you manage stress?"	5
5B.	How should a HR manager ideally strive toward converting a demotivated and disoriented employee into a productive employee?	3
5C.	Hypothetically assume that Mrs. Lee, a 26 year old employee, a new mother has worked for two years for Messer Symphonics Infotech. Her work performance has begun to deteriorate in the recent months four months or so, in the sense she has been reporting late almost everyday, and has been failing consistently and seen generally not bothered or enthusiastic in her work schedules. A few clients have also called up to say she seems disinterested in their problems. As her HR manager how would one deal with this catch 22 situation keeping in mind that she was a very promising and talented girl to start with and seemed to be a committed asset to the organization?	2