

better rating. On further survey, it is found that nearly one third of employees are unhappy with the present rating system. At present there is no union activities, but there are strong rumours that the employees are thinking of forming a union.

Questions :

1. What are the problems you find in the present rating system of the company ?
Put up your suggestions for improvement.
2. Can you propose a better alternate performance evaluation system ?

Register Number : _____
Name of the Candidate : _____

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**M.B.A. (E-Business)
DEGREE EXAMINATION, 2011**

(FIRST YEAR)

(PAPER - III)

130. HUMAN RESOURCE MANAGEMENT

May] [Time : 3 Hours

Maximum : 75 Marks

SECTION - A (5 × 3=15)

Answer any FIVE questions.

All questions carry equal marks.

1. Briefly state the objectives of human resource management.

2. What are the benefits of internal recruitment ?

3. What are the uses of job analysis ?

4. List out the advantages of walk-in interviews.

5. State the principles of job rotation.

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6. What are the causes of indiscipline ?
7. Give an outline on executive compensation plans.
8. Bring out the features of the span of control.

SECTION - B (3×15 = 45)

Answer any THREE questions.

All questions carry equal marks.

9. Evaluate the various methods of job evaluation.
10. Examine the role, relevance, and implications of psychological tests in the process of employee selection.
11. Mention and assess the various methods of training.
12. Examine the factors influencing performance appraisal and the strategies to overcome.
13. Discuss the methods of measuring the quality of work life and their implications.

SECTION - C (1×15 = 15)

(Compulsory)

14. M/s. Modern Dept stores is having a chain stores in leading cities with its HQ Bangalore. In Bangalore, the store has 150 employees. This firm follows graphic rating scale for performance evaluation. Annual performance rating is the basis of increment, promotion, selection for training and posting to attractive positions.

Following are the attributes which formed the graphic rating sale :

- Integrity; dependability ; interest.
- Leadership; friendliness; hardwork.
- Social responsibility.

A number of representations were received by the MD in regard to the subjectiveness of the present assessment system. MD interviewed 10 persons and all of them complained that they were denied increment because of lesser rating whereas many others who are less qualified and less experienced got the increment because of

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