

This question paper contains 4 printed pages.]

Your Roll No.

2110

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M.Com./Sem.IV

**Paper—6402 : Human Resource Management
(Admissions of 2009 and after)**

Time : 3 Hours

Maximum Marks : 70

*(Write your Roll No. on the top immediately
on receipt of this question paper.)*

Attempt All questions.

All questions carry equal marks.

1. Discuss the nature of human resource management. What is the role of human resource management in a modern organisation in developing its human resources consistent with the needs of individual, organizations and society ?

Or

Discuss Human resource management strategies which will be increasingly used for effective management of human resources in India.

[P.T.O.]

2. What is meant by management of work force diversity ? Explain the techniques of managing work force diversity.

Or

Why do employee grievances arise ? Design a suitable grievance handling procedure which could be setup in an industry for the early settlement of grievances of employees.

3. Discuss the concept of compensation. What factors determine the wage structure in an industrial enterprise.

Or

Compare the advantages and disadvantages of (1) Absolute standards and (2) Relative standards in performance appraisal. How can appraisals be made effective ? Explain.

4. Discuss different types of executive development techniques which are used to acquire for developing various managerial skills and knowledge.

Or

- (a) Discuss the role of human resource manager in human resource planning.
- (b) Information Technology has become an integral part of modern business." Discuss how does it help in management of human resource.?

5. Answer from following Case Study.

CASE STUDY

Jack Nelson's 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 the machine she was using 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 offices, the supervisor in charge spoke to Nelson confidentially, telling him that "something was wrong", but she did not 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 the new 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.

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 quite put his finger on the problem, and he did not know whether to report his findings to the president.

Questions :

- (a) What do you think is causing some of the problems in the bank's home office and branches?
- (b) Do you think setting up an HR unit in the main office would help? Explain.
- (c) What specific functions should an HR unit carry out ?
- (d) What HR functions supervisors and other line managers would then carry out?