

### SECTION—C

5. Mr. Kartik, a 50 years old was promoted as a Regional Manager in Bata shoe organisation. This was his third promotion in six years of service in Bata shoe. He was very happy with quick promotions in a company. He got highly motivated and was working very sincerely. The management of the company was impressed with his skills and abilities. Seeing his qualities management transferred him to its headquarter at Toronto, Canada.

Mr. Kartik and his wife were very happy with the transfer. Wife of Mr. Kartik was a typical Indian housewife who was always busy with chatting and gossiping with friends and neighbours.

The company provided housing, medical, conveyance and education facilities for children when they shifted to Canada. Mr. Kartik was very happy with his job, which was challenging and rewarding. He was happy because of new opportunities and interaction with people from all over world. Kartik became very busy with the job and was unable to give time for his family. Consequently his wife was forced to spend most of her time in isolation. She was also having a language barrier. She could not adjust with western culture. She suffered with severe depression and was forcing her husband to leave the job and country also.

- (i) Analyse the case. 4
- (ii) Discuss the differences in culture in different countries. 4
- (iii) How does cultural factors affect the international business ? 6

### M.B.A. (Semester—II) Examination HUMAN RESOURCE MANAGEMENT Paper—MBA/203

Time—Three Hours] [Maximum Marks : 70

Note :—(1) ALL questions carry equal marks.

(2) Figures to the right indicate marks.

#### SECTION—A

1. (a) What do you understand by Reward System ?  
How reward system has been helping in improving organisational performance ? 14

OR

- (b) 'The quality of work life approach considers employees as an asset to the organisation.' Discuss. 14

#### SECTION—B

2. (a) What challenges HR professionals have to face in today's business environment ? 7
- (b) With the emergence of internet, e-recruitment is the latest trend in the recruitment process and has been adopted by many organisations. The main success factor of e-recruitment is the added value services provided by the job sites. Though there are many benefits to the employers and job seekers it still has its own limitations and shortcomings. Analyse the pros and cons of e-recruitment. 7

OR

(c) Explain the process of human resource planning in brief. 7

(d) CEO of Rahul chemicals is of the view that when provided the right tools, empowered employees resolve customers issues more efficiently and find themselves more engaged in their work. Do you agree with CEO's view ? Justify your answer. 7

3 (a) Explain the concept of HRD at microlevel and macrolevel. 7

(b) TCS, a pioneer of IT arena, emerged as a successful players in the country. Its focus on building a diverse workforce along with its healthy work environment contributed to its growing popularity. The company boasts of low attrition rate as compared to other IT service providers. The company strive to conduct a fair and objective appraisal process to ensure that employees who perform well are rewarded while non performers are given timely feedback. Will it be possible to keep its appraisal process free from the clutches of bureaucracy ? Justify your answer. 7

**OR**

(c) How career development foster employee commitment ? Explain. 7

(d) Rajat has been employed for six months in the account section of a large manufacturing company at Faridabad. A formal investigator, was appointed to monitor and determine the contribution of each employee in the account section. Investigator found that Rajat is a poor performer with numerous errors. As HR expert, what remedial training program do you suggest to improve the performance of Rajat ? 7

4. (a) Compare Herzberg's and Maslow's theory of motivation. 7

(b) General Manager of Ravi Steels tells HR Manager to empower the employees so that they can resolve the issues at their level. HR Manager argues with GM that only empowerment will not serve the purpose. Employers should have resources to resolve the issues. But GM do not agree. Is GM correct ? Justify your answer. 7

**OR**

(c) Explain the term participative management. 7

(d) Wilson marketing is a reputed marketing firm. Company pays incentives to employees. You are HR Manager in a company, how will you create a proper motivational climate for the employees ? 7