

graphic scale. The qualities are responsibility, dependability, initiative, interest in work, potential leadership and community activity. Resulting ratings are used to counsel employees to influence promotions and salary adjustments and as criteria for evaluating sources, methods of selection and training.

At this time, some trouble has arisen. Three of the company's employees have expressed their dissatisfaction with ratings they have received before the Chief executive. The aggrieved employees have argued that their ratings do not accurately represent their qualification or performance. They have insisted that "Community activity" is not properly a part of their job, and that what they do off the job is none of the employee's business. They insist that salary increases be automatic.

- (1) Prepare a memorandum outline, your position as an HR manager for possible submission to the Chief executive. 7
- (2) Give your opinion with regards to performance Appraisal system at Royal Wings. 7



Second Semester Master of Business Administration  
Examination

**HUMAN RESOURCE MANAGEMENT**

Paper - MBA/203

P. Pages : 4

Time : Three Hours]

[Max. Marks : 70

- Note :** (1) All questions are compulsory.  
(2) Figures to the right indicates marks.

**SECTION A**

1. (a) HRM has power to take new global challenges by providing the opportunities to enrich the employees skill. Discuss your purview.

**OR**

- (b) Human Resource planning plays an important role for the survival and the growth of the organisation. Justify your answer. 14

**SECTION B**

2. (a) What are the similarities and the differences between the Maslowe's Need hierarchy and Herzberg theory of hygiene. 7

- (b) Narayani Shastri working as a PRO in SUN PHARMA, where the work is based on performance and effectivity. You as a HR manager, how do you create proper motivational situations for the employee like Narayani ? 7

OR

- (c) What are the conditions essential for the success of workers participation in management ? 7
- (d) As employees are the biggest assests of an organisation so its the responsibility of organisation to continuously develop employee. Discuss. 7

3. (a) Discuss the monetary reward system and the non-monetary reward system. When monetary and non-monetary rewards suppose to give to an employee ? 7
- (b) Prepare a reward system for the Retail sectors. Considering shop floor employee. 7

OR

- (c) Discuss the relevance of the quality of work life in Indian context. 7
- (d) Design programme to improve quality of work life (QWL) for management Teachers. 7

### SECTION C

4. (a) Discuss the social and cultural factors on the global business. 7
- (b) Discuss the difference between domestic human resource management and international human resource management. 7

OR

- (c) "Knowledge culture enhancement programmes are just a eyewash to show corporate respect". Justify. 7
- (d) Discuss the importance of virtual organisation. 7

### SECTION D

5. Royal wings is an investment company. Its employees are annually rated by means of a