

**MASTER OF ARTS
(PUBLIC ADMINISTRATION)**

Term-End Examination

December, 2007

**MPA-014 : HUMAN RESOURCE
MANAGEMENT**

Time : 3 hours

Maximum Marks : 100

Note : Answer any **five** questions, selecting at least **two** questions from each section in 500 words each. All questions carry equal marks.

SECTION I

1. Define HRM and bring out the similarities and differences between HRM and Personnel Management. 20
2. "Strategic Human Resource Management is recognised as a universal academic discipline." In the light of the above, discuss various models of SHRM. 20
3. What is Job Analysis ? Distinguish between job enlargement and job enrichment. 20
4. Define Management By Objectives (MBO) and highlight major steps involved in the MBO process. 20
5. Write a note on reskilling, highlighting its meaning, importance and process. 20

SECTION II

6. Write a note on learning and development. Elaborate the barriers to learning and development. 20
7. Discuss the meaning and importance of Management Development and examine issues and controversies associated with it. 20
8. Distinguish between Total Quality Management (TQM) and Traditional Management and describe its implementation framework. 20
9. Define Quality Circle and discuss its structures and objectives. 20
10. Write a note on discipline in Civil Services. 20