

NOVEMBER, 2007

FC-90

FELLOWSHIP EXAMINATION
HUMAN RESOURCES MANAGEMENT

Time: 3 Hours]

[Total Marks : 100

Answer any FIVE questions only.
All questions carry 20 marks each.

- | | Marks |
|---|---------|
| 1. a) What are the essentials of a formal bureaucratic organization? | 8 |
| b) Explain various approaches to human resources management. | 12 |
| 2. a) It is said that many theories in HRM are neither exact nor conclusive in their applications. Justify the statement. | 10 each |
| b) What steps can an organization take to retain its competent employees from getting tempted with high salary increases and leaving? | |
| 3. a) State the assumptions of Theory X and Theory Y. | 8 |
| b) What, in your opinion, is the Theory with which managers in your organization operate? Give illustrations to justify your statement. | 12 |
| 4. Justify the correctness of the following statements. | 5 each |
| a) The meanings of words are not in the words they are in us. | |
| b) Every job should hold out some sort of desirable future and not just in terms of promotion, because everyone cannot be promoted. | |
| c) It is not enough to do your duty; you must do whatever is necessary to ensure the success of the company. | |
| d) Every businessman wants to know how he can increase productivity. The key to productivity is to control worker's time. | |
| 5. a) In what ways are organizations responsible for Quality of Life? | 10 each |
| b) Do you think that group decisions are always better than individual decisions? Give reasons. | |
| 6. Write short notes on :- | 5 each |
| a) Intellectual Development | |
| b) Job Analysis | |
| c) Personnel Research | |
| d) Counselling | |

- 7. a) Conflicts are inevitable in ongoing business. Discuss five basic issues of conflict. 8
- b) The course of conflict may be productive or destructive. The four issues which are important to redress the balance in relationship may be explained. 12

- 8. Motivation is a process of recognizing the sequence of needs, wants, tension, action and satisfaction. Give illustrations to explain the concept. 20

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