

after his final examination. Having gone back to the college, he wrote to the firm thanking them for the offer but regretted his inability to join them.

Questions :

- (a) What made Felix to refuse the job offer?
 - (b) If you are the Director of the Management School, what steps do you like to take?
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OCTOBER 2011

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Time : Three hours

Maximum : 100 marks

PART A — (5 × 6 = 30 marks)

Answer any FIVE questions.

All questions carry equal marks.

1. Highlight the importance of human resource planning.
2. What are the salient features of training programme?
3. Explain advantages of job analysis.
4. Explain the need and importance of quality circle.
5. Discuss the influence of external environmental factors on H.R.M.
6. Discuss the steps in preparing a Training and Development Programme.

7. Discuss the importance of employee safety and health in an organisation.
8. State the merits and demerits of external sources of recruitment.

PART B — (5 × 10 = 50 marks)

Answer any FIVE questions.

All questions carry equal marks.

9. Describe the managerial and operative functions of H.R.M.
10. Explain the steps involved in selection process of employees in large scale organisations.
11. Explain three on-the-job and three off-the-job training methods.
12. Explain the steps involved in job analysis. Distinguish between job enlargement and job enrichment.
13. Explain the pros and cons of flexi time and the four day work week.

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14. Explain the problems to be avoided in appraising performance. How it is useful for fixing wages and salary administration?
15. Explain the steps involved in operating a quality circle including problem identification and problem reduction.
16. Explain the different methods available for disciplinary actions.

PART C — (1 × 20 = 20 marks)

(Compulsory)

(Case Study)

17. Mr. Felix is a final year MBA student. He has done well in exams. During the campus recruitment, he was selected by a well known company in Mumbai. Firm's Director insisted him to visit his factory. Felix spent one full day in the factory, meeting officials and visiting various sections. Before leaving the Personnel Manager confirmed that they are willing to hire him subject to passing certain selection tests and formal interviews. He was asked to report to the factory

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