

**MASTER OF ARTS (PUBLIC
ADMINISTRATION)**

Term-End Examination

June, 2007

**MPA-014 : HUMAN RESOURCE
MANAGEMENT**

Time : 3 hours

Maximum Marks : 100

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

SECTION I

1. What do you understand by Human Resource Management ? Discuss its various characteristics. 20
2. Define Strategic Human Resource Management and highlight its different approaches. 20
3. Explain the processes of Manpower Planning. 20
4. What is the significance of Performance Appraisal ? Evaluate its methods. 20
5. Explain redeployment and highlight its guiding principles and key issues. 20

SECTION II

6. 'Learning is a continuous process.' Discuss with special reference to the needs and elements in the process of learning. 20
7. Write a note on Management Development. 20
8. Define Total Quality Management (TQM) and discuss advantages of TQM. 20
9. What is Collective Bargaining ? Discuss its objectives and process. 20
10. Write a note on Conflict Resolution. 20