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2nd Semester MBA
END SEMESTER EXAMINATION- May, 2019

PAPER CODE: MGT-21   PAPER-Human Resource Management

Time: 3:00 Hours   *Max. Marks: 60*

All Questions are compulsory.

1. Write short note on the followings: (2.5 * 8 = 20 marks)
   a) Machinery to resolve Industrial dispute
   b) Methods of training evaluation
   c) E- recruitment
   d) Techniques of Job analysis
   e) Succession planning
   f) Job specification and job description
   g) Partial and total disablement (Under Employees compensation Act, 1923)
   h) Concept of provident fund, gratuity and pension

2. a) Identify the recruitment sources that the companies should tap-
   i) A mobile service company wants to hire temporary field sales officers.
   ii) A branded chain of eye retail hiring for optometrists

   b) There is increase in number of complaints by various departments with delays in filling up   of vacancies: Long recruitment cycle. You as the head of the department want to identify the reason for this issue. Identify the dimensions that you would explore in order to nip the problem being expressed.
   (5 * 2 = 10 marks)

3 What is performance appraisal? Discuss the future of traditional methods of performance appraisal in light of growing acceptance of artificial intelligence. (2+8= 10 Marks)

5. 'Assessment of training need is the first and most important step in designing a training program'. Elaborate the statement? How e-learning is poised to revolutionize the domain of training and development in India. (3+7=10 Marks)

6. What is recruitment? Discuss any four metrics to measure efficiency of recruitment process of any company. (2+8=10 Marks)