

Your Roll No.....

Sl.No. of Ques.Paper :1203

Unique Paper Code : 22411301

Name of Paper : Human Resource Management

Name of Course : B.Com.(Hons)

Semester : III

Duration : 3 hours

Maximum Mark : 75

(Write your Roll No.on the top immediately on receipt of this question paper)

- (a) "Liberalization and Globalization have significantly influenced on the scope and functions of human resource management through restructuring of business firms". Discuss briefly on this statement.
- (b) What is human resource policy document? Critically examine the current scenario of human resource policies in India.

Or

- (c) "Forecasting the demand for talent is basically influenced by External, Organizational and Workforce factors". Comment on this statement.
- (d) Who is HR Manager? State the competencies required of HR manager to perform his functions successfully

2. a) "Training is an effective tool of management". Discuss

- (b) What do you mean by employee retention? Suggest various measures for the retention of talented employees in the organization.

Or

(c) Define recruitment. Explain the various alternatives to recruitment?

(d) Why is management development necessary in the present era? Discuss

3. (a) Why is "Management By Objectives "considered a better method of performance evaluation? What are its limitations?

b) "The need for employee counselling arises due to problems of conflict, frustration and stress" Elaborate.

Or

(c) "Fringe benefits have become a significant component of employee compensation in the modern business organization". Briefly discuss this statement.

(d) Why do employee grievances arise? Suggest suitable steps to handle grievances successfully.

4. (a) "The concept of 'social security' is essentially related to the high ideals of human dignity and social justice". Comment on this statement and also discuss the scope of social security in India.

(b) Differentiate between transfer and promotion? Is transfer a tool of punishment? Justify in your answer.

Or

(c) What is Green HRM? Why is it important in the present context?

(d) What is meant by employee empowerment? Explain its implication for better management of *HR*.

5. (a) Write short note on any two of the following:

- (i) HR Audit
- (ii) Ethics in HRM
- (iii) Job analysis
- (iv) Placement and Induction

(b) Case Study

Bharat Sanchar Nigam Limited (BSNL) is a Public Sector Undertaking (PSU) service company. It is one of the largest communication service providers for mobile, broadband and other related services and this company was a monopoly during the initial period of its establishment. However, the company is facing a very stiff competition in the recent years with several private players due to Liberalization, Privatization and Globalization. A large proportion of its employees are linesmen, the face of the company to the customers. They were neither technology savvy nor customer friendly. The managers and technical experts were constantly poached by the private sector. Also, the experienced staff of the company was leaving the company for better career prospects. Rapid technological advancement is a constant threat to employees becoming obsolete. The company also wants to move away from the PSU culture to more professional corporate culture.

Answer the following questions from the above case study:

- (i) Identify how the company can address the problems faced by it with the help of Training and Management Development.
- (ii) Provide a step-by-step approach for the company in identifying, designing and implementing suitable training programs needed at various levels of

its employees which would enable the company for its revival to some extent.