

GUJARAT TECHNOLOGICAL UNIVERSITY
MBA - SEMESTER-II • EXAMINATION – SUMMER 2013

Subject Code: 820004

Date: 20-05-2013

Subject Name: Human Resource Management

Time: 10:30am – 01:30pm

Total Marks: 70

Instructions:

1. Attempt all questions.
2. Make suitable assumptions wherever necessary.
3. Figures to the right indicate full marks.

- Q.1** (a) The strategic role of HRM department is to create and maintain High Performance Work System which develops and utilizes competencies and positive behavior of people. In context to this statement, identify five high performance characteristics and explain, what steps HR department will take as its role to create it? **07**
- (b) What are the causes of Industrial disputes? Explain the statutory machinery for prevention and settlement of disputes in India. **07**

- Q.2** (a) A NGO has set up a home for old age people. For this an interview for the post of manager is to be conducted. Prepare a list of 10 questions to find out and understand relevant competencies required in the candidate to look after this special group of the society. Relate each question with appropriate competency. **07**
- (b) What is job analysis? Explain its components. Describe also, how the information provided in it is useful for other HR activities? **07**

OR

- (b) Write short notes on followings (each around 150 words) **07**
- (i) Use of HR data base in manpower planning.
 - (ii) Key Result Areas for the job of a school bus driver and his performance.
- Q.3** (a) GTU has recently advertised for the appointment of Deans. You are advised to design a form to seek appropriate and relevant information from referees. **07**
- (b) Write short notes on followings (each around 150 words) **07**
- (i) Line and Staff functions of a HR manager
 - (ii) Training methods and its effectiveness

OR

- Q.3** (a) Explain in brief the procedure of determining pay scale for various jobs. **07**
- (b) What are various methods of performance appraisal? Explain its advantages and limitations. **07**
- Q.4** (a) What is difference between Fringe benefits and incentives? Explain its types given to Indian employees and managers. **07**
- (b) Critically analyse and explain comparative picture of HR practices of India and China. **07**

OR

- Q.4** (a) The reduction in strikes, lockouts, man hrs lost indicate that the role of Trade unions has substantially changed. Critically examine the statement in context to the economic reforms took place in India. **07**

- Q.4 (b)** While handling grievances, a manager is always on firing line and must steer a course between treating employees fairly and maintaining management rights and prerogatives. In view of this, what guidelines do you suggest to a manager to Do and Don't **07**
- Q.5 (a)** What is collective bargaining ? Explain the strategic role the team plays to achieve their goals. **07**
- (b)** Describe important provision of National Commission on Labour (2002) in relation to Worker's participation **07**
- OR**
- Q.5 (a)** Briefly explain the salient features of Indian Factory's Act 1948. **07**
- (b)** Discuss important conventions and recommendations of ILO and its influence on Indian labour legislations. **07**
