



II Semester M.Com. Degree Examination, June 2009
(2007-08 Scheme) (N.S.)

COMMERCE

Paper - 2.1 : Human Resource Management

Time: 3 Hours

Max. Marks: 80

SECTION - A

I. Answer any ten of the following :

(10×2=20)

- a) Define work stress.
- b) What is Participative Management ?
- c) What is job evaluation ?
- d) Define HRP.
- e) State two methods of performance appraisal.
- f) What is HR audit ?
- g) Distinguish between induction and orientation.
- h) State two methods of training.
- i) What is job analysis ?
- j) Mention two functions of HRM department.
- k) Define job design.



SECTION - B

Answer any three questions.

(3×5=15)

2. Explain HRM model and its significance in current scenario.
3. Explain the process of job analysis.
4. Explain the factors affecting compensation plans.
5. Explain the qualities of HR Managers.
6. Explain the recruitment and selection process followed in Banks.

SECTION - C

Answer any three questions.

(3×15=45)

7. Explain the role played by HR Manager in company's audit.
8. Explain the ethical issues in HRM.
9. As a HR Manager, what factors are considered in designing ? Pay package for IT professionals. Considering the market recession:
10. Discuss the workplace harassment and its remedies.
11. Analyse the following case and answer the questions given below.

Vandana Mahajan is a bright, popular and well informed mechanical engineer who graduated with an engineering degree from the IIT, Kharagpur in June 2003. After her graduation she went out on many job interviews, most of which she thought were courteous and reasonably useful in giving both her and the prospective employer a good impression of where each of them stood on matters of importance to both of them. It was, therefore, with great anticipation that she looked forward to an interview with the one firm in which she most wanted to work, apex Electronics Ltd., She firmly believed that the best use of her training and skills lay in working for a firm like Apex, where she thought she could have a successful career.



The interview, however, was a disaster. Vandana walked into a room in which five men, including the President of the company, two Vice Presidents, the marketing Director and another Engineer, began throwing questions at her that she felt were aimed primarily at tripping her up rather than finding out what she could offer through her engineering skills. The questions ranged from unnecessarily discourteous to irrelevant and sexist like. Are you planning on settling down and starting a family any time soon? Then, after the interview, she was interviewed by two of the gentlemen exclusively (including the president) and the discussion focused almost exclusively on her technical expertise. She thought that these later discussions went fairly well. However, given the apparent aimlessness and even mean spiritedness of the panel interview, she was astonished when several days later she got a job offer from the firm.

The offer forced her to consider several matters. From her point of view, the job itself was perfect. She liked what she would be doing, the industry and the firm's location. And, in fact, the president had been quite courteous in subsequent discussions, as had been the other members of the management team. She was left wondering whether the panel interview had been intentionally tense to see how she would stand up under pressure and if so, why they would do such a thing.

Questions :

1. Do you think the panel interview reflected a well thought out interview strategy on the part of the firm or carelessness on the part of the firm's management?
2. What would you do to improve the interview process at Apex Electricals? What questions would you ask while interviewing candidates for the job?
3. Would you take the job offer if you were Vandana. If you are not sure, is there any additional information that would help you make your decision, and if so, what is it?