

END TERM EXAMINATION

FOURTH SEMESTER [BBA/TTM/MOM] MAY JUNE - 2014

Paper Code: [BBA/BBA(TTM)/MOM]-202

Subject: Human Resources Management

Time : 3 Hours

Maximum Marks :75

Note: Attempt any five questions. All questions carry 15 marks each.

- Q1 Attempt **any five** parts of the following-
- (a) What is the importance of job analysis?
 - (b) Differentiate between Induction and training.
 - (c) State the benefits of orientation training.
 - (d) Explain how quality circles work in organizations.
 - (e) What is the difference between transfer and promotion?
 - (f) Identify the components of employee compensation.
- Q2 What are the key principle of TQM? Elaborate by taking up a suitable Indian example.
- Q3 Suppose you are the manager of a five star hotel and are required to ensure that all your employees perform at a high level to ensure customer satisfaction. Design a training programme for the front desk staff. How would you measure the effectiveness of training?
- Q4 Describe how Behaviourally Anchored Rating Scale (BARS) can be used as an effective method of performance appraisal?
- Q5 What are methods of job evaluation? Explain.
- Q6 Compare and contrast the advantages and disadvantages of internal and external sources of recruitment.
- Q7 Critically review the social security system in India for the welfare of workers.
- Q8 Explain how we can assess the effectiveness of human resource policies and activities?