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Your Roll No.....

Sr. No. of Question Paper : 6452

Unique Paper Code : 61015923

Name of the Paper : Fundamentals of Human
Resource Management

Name of the Course : **Bachelor of Management
Studies (BMS), 2022
(LOCF)**

Semester : III

Duration : 3 Hours

Maximum Marks : 75

Instructions for Candidates

1. Write your Roll No. on the top immediately on receipt of this question paper.
2. Attempt **all** questions.

1. (a) Globalization has thrown numerous challenges to HRM, especially with regard to changing technology. What are these challenges and how can HR deal with them? (5)

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(b) ABC Enterprises is a well-established company in India with its head office in Bangalore. It is involved in software development products and services. It plans to expand its business operations for which it needs to recruit staff for the proposed locations in major metro cities. It plans to go on a recruitment drive for hiring the following :

(a) Vice-President – Projects

(b) 10 Software Engineers

(c) 8 Administrative staff

(d) 2 Chartered Accountants

As the HR manager discuss the various sources of recruitment you would like to choose for the recruitment of the above mentioned positions, justifying your choice for choosing these methods. (10)

2. (a) Most organizations conduct orientation programs which involve supplying the new hire with information about the company and procedures with the new hires playing a passive role. If you

as an HR manager of a Consulting firm with Pan India operations were asked to put together an orientation program for the newly hired trainee consultants, what would it include? (10)

(b) What is Job analysis? How can job analysis information be collected? (5)

3. (a) You are the General Manager-Human Resources at 'Chills' a chain of small budget hotels. The management wants to ensure that employees at the reception and front office are well-trained to achieve the highest level of customer satisfaction and performance. How will you go about analysing the training needs of these employees? What type of training methods would you choose for them? (10)

(b) What do you understand by the term Performance Management? How is it different from Performance Appraisal? How can a manager ensure that the appraisal process is not distorted or biased? (5)

4. Define Compensation. What are the components of compensation? Explain the steps in determining pay rates. (15)

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5. Write short notes on any three : (3×5=15)

(a) Settlement of Industrial Disputes

(b) Methods of job evaluation

(c) Importance of Collective bargaining

(d) Supply and Demand of Human Resources

(e) Grievance Redressal Procedure

(100)