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**SIDDHARTH INSTITUTE OF ENGINEERING & TECHNOLOGY:: PUTTUR
(AUTONOMOUS)**

**MBA I Year II Semester Supplementary Examinations Dec 2019
HUMAN RESOURCES MANAGEMENT**

Time: **3 hours**Max. Marks: **60**

SECTION – A

(Answer all Five Units **5 x 10 = 50** Marks)

UNIT-I

- 1** Explain the objectives and supporting functions of Human Resource Management with suitable examples. **10M**

OR

- 2** a. Discuss the concept of Human Resource Management. **5M**
b. What are the strategies of Human Resource Management? **5M**

UNIT-II

- 3** Explain various steps in the Human Resource Planning process. **10M**

OR

- 4** Discuss the process involved in Selection. Briefly explain the methods of Selection. **10M**

UNIT-III

- 5** a. How employee compensation will be determined? **5M**
b. What are the non-monetary forms of compensation? **5M**

OR

- 6** a. What are the basic objectives of Compensation Management? **5M**
b. What are the factors that influence Compensation Management? **5M**

UNIT-IV

- 7** a. Explain different methods of training the employees in an organization. **5M**
b. Elucidate the process of performance appraisal. **5M**

OR

- 8** Briefly discuss the methods of performance appraisal. **10M**

UNIT-V

- 9** What do you mean by quality circle? Explain its objectives. **10M**

OR

- 10** Discuss the causes and effects of grievance. Outline the features of a grievance procedure and the steps involved in it. **10M**

SECTION – B
(Compulsory Question)

1 x 10 = 10 Marks

A large, well known Canadian company had found full depreciation of the equipment which was used to make specialized automobile companies for north-American automobile producers. Although the equipment had been well maintained and worked well, it required to be handled by a large number of labours. The result was the high labour costs that made the company's brake assemblies, manufacturer, and related products unprofitable. A decision was made to replace the equipment with more highly automated, numerically controlled machine tools. Since the economic value of the old equipment exceeded its value as scrap, the equipment was shipped to the company's Brazilian operations, where labour costs were considerable lower. Upon arrival and after the setting up of a new facility, the company received numerous profitable orders from Brazil's rapidly growing automobile industry. Though the labour hours per product remained about the same the lower Brazilian labour rates allowed the new facility to be profitable. Soon a second shift was added and with it problems began. The equipment began to experience a growing "downtime" because of machine failures and quality- particularly on part dimensions- declined dramatically.

At a staff meeting the Brazilian plant manager met his staff, including several industrial engineers who had been trained in Canada and the United States. The engineers argued that the problems were almost certainly caused by maintenance since the machinery had worked well in Canada and initially in Brazil. The HR director agreed that it was perhaps the question of maintenance of the old machinery but he also noted that many of the on-machine instructions and maintenance manuals had not been translated into Portuguese. He also observed that the Problems began after the Second shift was hired.

Questions:

- a). From the discussion of job analysis information and job design, what actions would you recommend to HR department?

- b). Since the Canadian workers had considerable experience with the equipment but the workers particularly in second shelf in Brazil had very little experience, what implications do you see for the job design?

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