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6801

Register Number

Name of the Candidate:

M.B.A. DEGREE EXAMINATION, May 2015

(INDUSTRY INTEGRATED)

(FIRST YEAR)

120: HUMAN RESOURCE MANAGEMENT

Time: Three hours

Maximum: 75 marks

SECTION-A

(5×3=15)

Answer any FIVE questions

Write short notes on:

1. Human resource management.
2. Competency mapping.
3. Role analysis.
4. Quality of work life.
5. Emotional intelligence.
6. Downsizing.
7. Employee counselling.

SECTION-B

(3×10=30)

Answer any THREE questions

8. Differentiate between human resource management and personnel management.
9. Bring out the importance of human resource planning.
10. Explain about various types of transfers.
11. What is the importance of training?
12. Explain about various types of incentive schemes.

SECTION-C

(1×15=15)

Answer any ONE question

13. Bring out various methods involved in wage payment.
14. Highlight on health and safety measures for employees as per factories act.
15. Explain about factors affecting quality of work life of employees.

SECTION-D

(Compulsory)

(1×15=15)

16. Case Study:

Introduction the organization:

Partho Autoplast Pvt Ltd(PAPL) was established 10years ago to manufacture and market automobile plastic ancillaries to auto majors.

The company is a profit making and has been growing steadily. The company is major OEM suppliers to large auto companies and has won a few national awards for its unfailing commitment to quality.

PAPL has successful/ effective quality control circles. Many innovative and cost saving ideas have been reaped from it which has improved not only the quality but productivity of the company.

The MD of the company started TQM journey some years back with focus on long-term transition to excellence.

Brief Description of the problem:

The MD threw the huge challenge to his team to win the Deming award. He evolved a TQM model for his employees. He indoctrinated amongst his employees through training and quality circles. The company has built total quality in the product using cross-functional team. The TQM experiment has atleast four implications for successful implementation –relation to strategy , customer awareness, integration and flexibility.

Questions:

1. Why did the MD initiated TQM programme?
2. How was TQM instituted in the hearts and minds of the employees?
3. What programmes the company had prior to TQM to manage and improve quality?
