

**SVKM's NMIMS University
School of Distance Learning**

Management of Human Resources

**Date: 12.12.2007
Time: 11.00 to 2.00**

Marks: 100

Instructions: Candidates should read carefully the instructions printed on the Question Paper and on the cover of the Answer Book, which is provided for their use.

- NB :**
1. Attempt any 4 Questions from Question No. 1 to Question No. 7
 2. Question No. 8 is Compulsory
 2. In all, Five Questions are to be attempted
 3. Answer to each new Question to be started on a fresh page
 4. Figure in brackets indicate full marks
 5. Total number of Questions are 8
 6. Answers must be precise and written in points

Q 1. Write Short Notes (any two): (20)

1. Wages and their role in Employee Retention
2. Trade Unions in India
3. Participative Decision-Making
4. Quality Circle
5. Settlement of Industrial Disputes

Q 2. Why do you need to appraise performance of employees? Name the various methods of Performance Appraisal. Which is the best method according to you? (20)

Q 3. What is HRM? What is its Role? How did the concept evolve? What is its relevance in today's context? (20)

Q 4. Design a complete training process for a medium sized organization having 100 employees (levels – Officer to General Manager) and 250 workers. (20)

Q 5. What are the various functions that an HR Department performs? (20)

Q 6. What do you mean by Human Resource Planning? Why is it important? (20)

Q 7. What is Job Analysis? What are its components? Why is it important? (20)

Q 8. Analyze the following Case Study and answer the questions given in the end. (20)

Aloha Pvt. Ltd. is an organization that manufactures paper products – stationery, note books, note pads, letter pads, etc. Its turnover was – 2 Crores (20 employees), 8 Crores (40

employees), 16 Crores (75 employees), 25 Crores (100 employees) and 43 Crores (150 employees) in the past five years. It has its manufacturing units at Tarapur and Daman. The Head office is in Mumbai and the total employees in the organization are 150 (100 in the HO and 50 at the factories). Most of its workers are sub-contracted. The company had never found the need for a dedicated Human Resources Manager or HR department in the past. But the company is planning to grow exponentially in the next 5 years and needs to streamline its current HR processes. You have been selected for the post of HR Manager for Aloha Pvt. Ltd. Today is your first day.

- a. How will you induct yourself into the organization?
- b. Write down your Job Description and Key Result Areas?
- c. How will you set up the HR Department?
- d. Design an Organization & Reporting Structure.
- e. How will you create visibility and acceptance of the HR department in Aloha?