



## Sanjay Ghodawat University, Kolhapur

2018-19

Established as State Private University under Govt. of Maharashtra. Act No XL, 2017

Year and Program

School of Commerce and Management

Department - MBA

Course Code MMC 508

Course Title- Human Resource

Semester - II

Management

Day and Date: Saturday  
25/05/19

End Semester Examination

Time: 10.30am-1.30am

Max Marks: 100

Instructions: 1) All Questions are compulsory.

		Marks	Level	COs
<b>Q.1</b>	<b>Answer the following</b>			
a)	How would you explain the emergence of modern HRM from the traditional personnel management?	10	2	1
b)	Describe the advantages and disadvantages of using interviews, observations and questionnaires for collecting job analysis.	10	2	2
	<b>Or</b>			
b)	Define recruitment and summarize its different sources.	10	2	2
<b>Q.2</b>	<b>Answer the following</b>			
a)	Develop a selection process for appointment of Sr. Manager, Marketing.	10	3	3
b)	Name any five method of training which are experiential in nature. When will you use such methods?	10	3	4
	<b>Or</b>	10	4	4
b)	Write two situations in which each of these appraisal methods will be appropriate and one in which it will not be appropriate. a. 360-degree appraisal b. MBO c. Graphic rating scale d. Essay method			
<b>Q.3</b>	<b>Answer the following</b>			
a)	Illustrate the different kinds of statutory benefits that Indian Companies give to their employees	10	3	5
	<b>Or</b>			
b)	Illustrate the different kinds of non- statutory benefits that Indian Companies give to their employees	10	3	5

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- Q.4 Answer the following**
- |    |   |    |   |   |
|----|---|----|---|---|
| a) | Analyze the role of Collective bargaining as a tool of resolving conflicts and disputes.  | 10 | 4 | 6 |
| b) | “Rapid industrialization in India is heavily dependent on harmonious industrial relations.’ Examine the validity of this statement. | 10 | 4 | 6 |
| c) | How effective do you think is the Model Grievance Procedure suggested by the National Commission of India in handling grievances?   | 10 | 5 | 6 |
- Or**
- |    |   |    |   |   |
|----|---|----|---|---|
| c) | Compare the voluntary and compulsory modes of separation. | 10 | 4 | 6 |
|----|---|----|---|---|
- Q.5 Case Study**
- |    |  |    |   |   |
|----|--|----|---|---|
| a) | As a career development tool, mentoring has been attached to both potential benefits and problems for employees and organizations. If you were told by your manager to be a mentor to a group of MBA students, what would your concerns be and what would you do differently to ensure that the mentoring process is positive experience for the newly joined recruits.  | 10 | 6 | 5 |
| b) | Mr. Raj Patil joined ABP Bank, Satara branch as a clerk after obtaining a post graduate degree in chemistry from Pune University in 2001. He did his work diligently and was generally rated as a hard-working, ambitious young man. He obtained the professional qualification, CAIIB in 2005. Thereafter, he applied for the officer’s post under the promotion quota. He could not get the promotion as his scores in the written test were low. Meanwhile he was transferred to Pune University, campus branch, Pune. His attempts to scale the carrier ladder did not succeed and after several frustrating trails, he consciously decided to join the ranks of the union as an active member. He became the president of the local branch of bank employees union in 2009. Through his interpersonal skills, he could sort out issues between employees immediately. As of now he is considered a tough union activist to bargain with resulting in negative attitude on part of the management also reflecting on his career. | 10 | 5 | 5 |

In 2011 when opportunity came, he was not considered for promotion as his interview scores, this time was found to be not satisfactory. The branch manager's confidential report about his union activities, as is rumored, is said to be major obstacle to his promotion. Meanwhile, Mr. Raj Patil using a dummy name, started a business of dealership in electronic goods. He also succeeded to a large extent, in diverting the deposits of nearby business community to other banks.

Based on the recommendations of the new bank manager, management decided to promote Mr. Raj Patil to the officer cadre in 2016. Mr. Raj Patil received the appointment order for the officer's post from the head office. The colleagues, along with the branch manager planned an evening tea party, to celebrate his achievement. To their surprise, Raj citing medical reasons, expressed his unwillingness to accept the offer and refused the promotion straight away.

1. Comment on the promotion policy of the bank, using inputs from the above case.
2. Do you think management's action of selecting Mr. Raj Patil as an officer after 15 years of service in the right direction? Justify
3. Why according to you did Mr. Raj refuse the much awaited promotion?

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