

Reg.No _____ Name: _____

APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY
THIRD TRIMESTER MBA DEGREE EXAMINATION JAN 2019

33 HUMAN RESOURCE MANAGEMENT

Max. Marks:60

Duration: 3 Hours

Part A

Answer all Questions. Each carries 2 marks

1. State the meaning of 720 degree feedback.
2. Examine Red hot Stove rule.
3. Differentiate between aptitude test and achievement test.
4. Differentiate job enrichment and job enlargement.
5. Write brief note on Vestibule training

(5X2=10 marks)

Part B

Answer any three questions. Each carries 10 marks

6. Describe the importance of compensation administration for the individuals and the organisation? What are the factors affecting wages and salaries in an economy?
7. Explain the process of training and development.
8. Discuss any two techniques each in demand and supply forecasting methods in HRP?
9. Explain the process of conducting a domestic enquiry.
10. Give an account of conceptual model of job design and job performance outcome with a diagram.

(3x10 = 30 marks)

Part C

Compulsory question, the question carries 20 marks

11. Manesh was a Sales Manager for Industrial Products Company in City branch. A week ago, he was promoted and shifted to Head Office as Deputy Manager - Product Management for a division of products which he was not very familiar with. Three days ago, the company VP - Mr. Pandey, convened a meeting of all Product Managers. Manesh's new boss (Product Manager Mr. Ketan) was not able to attend due to some other preoccupation. Hence, the Marketing Director, Mr. Preet - asked Mr. Manesh to attend the meeting as this would give him an exposure into his new role. At the beginning of the meeting, Preet introduced Manesh very briefly to the VP. The meeting started with an address from the VP and soon it got into a series of questions from him to every Product Manager. Pandey, of course, was pretty thorough with every single product of the company and he was known to be pushy and a blunt veteran in the field. Most of the Product Managers were very clear of Pandey's ways of working and had thoroughly prepared for the meeting and were giving to the point answers. Pandey then started with Manesh, Manesh being new to the product, was quite confused and fared miserably. Preet immediately understood that Pandey had possibly failed to remember that Manesh was new to the job. He thought of interrupting Pandey's questioning and giving a discrete reminder that Manesh was new. But by that time, Pandey who was pretty upset with the

lack of preparation by Manesh made a public statement "Gentlemen, you are witnessing here an example of sloppy work and this can't be excused". Now Preet was in two minds - should he interrupt Pandey and tell him that Manesh is new in that position OR should he wait till the end of the meeting and tell Pandey privately. Preet chose the second option.

Manesh was visibly angry at the treatment meted out by Pandey but he also chose to keep mum. Pandey quickly closed the meeting saying that he found in general, lack of planning in the department and asked Preet to stay back in the room for further discussions.

Before Preet could give any explanation on Manesh, Pandey asked him "Tell me openly, Preet, was I too rough with that boy?" Preet said "Yes, you were. In fact, I was about to remind you that Manesh is new to the job". Pandey explained that the fact that Manesh was new to the job didn't quite register with him during the meeting. Pandey admitted that he had made a mistake and asked his secretary to get Manesh report to the room immediately.

A perplexed and uneasy Manesh reported to Pandey's room after few minutes. Pandey looking Manesh straight into his eyes said "I have done something which I should have never even thought of and I want to apologise to you. It is my mistake that I did not recollect that you were new to the job when I was questioning you". Manesh was left speechless. Pandey continued "I would like to state few things clearly to you. Your job is to make sure that people like me and your bosses do not make stupid decisions. We have good confidence in your abilities and that is why we have brought you to the Head Office. For everybody, time is required for learning. I will expect you to know all the nuances of your product in three months time. Until then, you have my complete confidence". Pandey closed the conversation with a big reassuring handshake with Manesh.

Questions:

- i. Was it at all necessary for Pandey to apologise to such a junior employee like Manesh? Justify. (5)
- ii. If you were in Manesh's place, how would you respond to Pandey's apology? Why? (5)
- iii. Did Preet make a mistake by not intervening during the meeting and correct Pandey's misconception about Manesh? Give your view. (5)
- iv. As an HR professional, how would you define the character of Pandey - bullying but later regretting? Does his attitude need to be corrected? (5)
