

**3/H-65 (ix) (Syllabus-2015)**

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**2 0 2 2**

( February )

**BUSINESS ADMINISTRATION**

( Honours )

**( Human Resource Management )**

( BBAH-303 )

*Marks : 75*

*Time : 3 hours*

*The figures in the margin indicate full marks  
for the questions*

PART—A

( Marks : 15 )

UNIT—I

**1. Define HRM. 3**

*Or*

Why is HRM needed?

UNIT—II

**2. What is manpower planning? 3**

*Or*

What is selection?

UNIT—III

**3. What is job enlargement? 3**

*Or*

What is the importance of training?

UNIT—IV

**4. What is job evaluation? 3**

*Or*

What is the meaning of performance appraisal?

UNIT—V

**5. What do you mean by ethics? 3**

*Or*

What are merger and acquisition?

( 3 )

PART—B

( Marks : 50 )

UNIT—I

6. Elaborate the functions of HRM. 10

Or

Discuss the principles which guide managers in formulating policies and procedures.

UNIT—II

7. What are the different types of interview? Discuss. 10

Or

Discuss the various sources of recruitment.

UNIT—III

8. Explain the different steps involved while designing the training program. 10

Or

What are the different bases of promotion?

( 4 )

UNIT—IV

9. Elaborate the types of wage system. 10

Or

State the limitations of performance appraisal.

UNIT—V

10. Bring out the importance of employee safety and health measures. 10

Or

Explain any *two* forms of separation from the following : 5×2=10

(a) Retirement

(b) Layoff

(c) Downsizing

PART—C

( Marks : 10 )

11. Mr. Singh is the owner of a three-star hotel in Amritsar. There are more than 70 persons working at various positions in his hotel since 1996. Most of the employees were educated. Even the hourly paid, low level

employees were educated up to 10th class. The salaries paid by the hotel were reasonably high as compared to other hotels in Amritsar. Other benefits were also provided to employees like free boarding, lodging, medical facilities advances, etc. Mr. Singh was held in high esteem by all the employees. His only drawback was his lack of humanitarian approach. He did not allow his employees to interact freely with each other while at work. He never encouraged his employees to discuss their personal or family related problems with him. Work-related issues were more important to him. Though all the employees were happy with their jobs and their pay packages, they enjoyed an official and impersonal relationship with their employer as well as with their colleagues. The atmosphere in the hotel was very impersonal and cold.

A young hotel management degree holder, Mr. Sharma opened another three-star hotel in Amritsar. The hotel made its mark very soon in the city. Visitors to the hotel praised its homely atmosphere and efficient service. Mr. Sharma treated his employees well and like human beings. He discussed even their personal problems with them. He visited his employees socially also and encouraged them to have social relations among themselves

also. The pay packages offered by him were not as good as those offered by Mr. Singh. Surprisingly 15 employees working with Mr. Singh including the house manager and receptionist joined Mr. Sharma's hotel recently. Mr. Singh was shocked and hurt because he always proudly declared that he was the model employer in Amritsar and others usually followed him.

*Questions :*

- (a) Were Mr. Singh's employees really satisfied with their jobs? If not, why did they keep quiet till now? 3
- (b) Why did 15 employees leave Mr. Singh despite higher wages and benefits compared to all other hotel employees in Amritsar? 3
- (c) Are there any other factors responsible for the changing trends in employees' preferences toward work, work environment, employer, etc.? 4

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