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**SIDDHARTH INSTITUTE OF ENGINEERING & TECHNOLOGY:: PUTTUR  
(AUTONOMOUS)**

**MBA I Year II Semester Regular Examinations May 2019  
HUMAN RESOURCES MANAGEMENT**

Time: 3 hours

Max. Marks: 60

**SECTION – A**

(Answer all Five Units 5 x 10 = 50 Marks)

**UNIT-I**

1 Define Human Resource Management. Explain the principles of Human Resource Management 10M

**OR**

2 What are the strategies of Human Resource Management? Explain. 10M

**UNIT-II**

3 What is Human Resource Planning? Explain various steps in the HRP process. 10M

**OR**

4 Discuss the methods and techniques of Recruitment. 10M

**UNIT-III**

5 Discuss the steps involved in compensation management process 10M

**OR**

6 What are the different forms of employee compensation for Executive? Elucidate 10M

**UNIT-IV**

7 Briefly discuss the framework for the HRD process. 10M

**OR**

8 What is employee training? Explain the important techniques of training. 10M

**UNIT-V**

9 Describe the practices adopted to improve quality of work life. 10M

**OR**

10 What is Outsourcing? Describe the types of outsourcing. 10M

**SECTION – B**

(Compulsory Question)

**1 x 10 = 10 Marks**

**11. Case Study - Family Business**

Jane has just been hired as the head of the Payroll Department at R&S Electronics Service Company, a firm of 75 employees. She was hired by Eddie, the General Manager of the company, who informed her of the need for maintaining strict confidentiality regarding employee salaries and pay scales. He also informed her that he fired the previous Payroll Department head for breaking that confidentiality by discussing employees' salaries. She was also formally introduced to Brad, the owner, who told her to see him if she has any questions or problems. Both Brad and Eddie made her feel welcome.

After three months of employment, Jane begins to wonder why Greg makes so much more in commissions than the other service technicians. She assumes that he must be highly qualified and must work rapidly because she has overheard Brad commending Greg on his performance on several occasions. She has also noticed Brad, Eddie, and Greg having lunch together frequently.

One day, Eddie gives Jane the stack of work tickets for the service technicians for the upcoming week. The technicians are to take whatever ticket is on top when they finish the job they were working on. After putting the tickets where they belong, Jane remembers she has a doctor's appointment the next morning and returns to Eddie's office to tell him she will be reporting late for work. When she enters Eddie's office, she sees Eddie give Greg a separate stack of work tickets. As she stands there, Eddie tells her if she mentions this to anyone, he will fire her. Jane is upset because she understates that Eddie is giving the easier, high-commission work to his brother. Jane also realizes that Eddie does have the authority to hire and fire her. Since she has only been at the company a short time, she is also still on probation. This is her first job since college. She wonders what she should do.

### Questions

1. Who Are the Primary Stakeholders?
2. What actions should Jane take?
3. Which alternative would you choose if you were in her position? Why would you make that choice?
4. Is it fair and ethical if all the technicians do not have the same monetary opportunities?

\*\*\* END \*\*\*