

**Tilak Maharashtra University**  
**Master of Business Administration (Distance)**  
**(Semester - II) - Internal Evaluation**  
**Human Resource Management (HRM)**

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**Marks : 80**

**Code : MD 201**

**Note:**

- ❖ The Paper Consist of two sections I & II
  - ❖ Attempt any three questions from Section I
  - ❖ Section II is Compulsory
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**Section I**

Q. 1. a ) Explain how Human Resources Management is an important function.

OR

b ) Give in detail the unique features of Human resources Management. **15**

Q. 2 a ) Explain how Modern approach of HRM is different from traditional approach of Personnel Management .

OR

b ) Give in detail an account of new dimensions of the work of HR department **15**

Q. 3 a ) Describe the importance of Man Power Planning .Explain its long term affects on the performance of an organization .

OR

b ) Explain the various H R activities in an established international level of a Tourism company of Indian base. . Discuss both - employee and tourist – interface. **15**

Q.4 . a ) Write Short notes on any 3 of the following

- 1 ) Theory X and theory Y
- 2 ) Methods of Performance Appraisal
- 3 ) On-the- Job Training
- 4 ) Voluntary Retirement Schemes
- 5 ) Steps in selection Procedure

OR

. b ) Write an essay on problems of HRM in Government services in India . **15**

## Section II

Q 5 Read the Case Study given here and answer the questions below :

Suresh is working in Precision Products Company which is well known in the market for its products.

He has completed Post Graduate Engineering Diploma by attending evening courses.

Within last few years , he picked up all the knowledge about the products

With due consideration to all this , his company has made him in –charge of its small service unit which is rather remote from the main unit (Head office ) so that he has to handle every thing on his own. He was quite satisfied with this assignment and started working with good zeal and drive .

But much to his dismay and annoyance, everyday he finds the staff is spending considerable time at the beginning of the day in chatting . They read and discuss newspapers . They discuss T V serials , cricket , etc. then comes tea... . As such when customers start coming , nobody is ready for work and customers start grumbling and complaining .

Within last few days , he started questioning them and also warned some of them verbally. But this has created discontent and he learns that the staff has taken up this matter with higher authorities . **25**

Questions on the Case Study :

- .1. Analyze the situation.
- .2. Any other approach was possible ?
- .3. As the situation stands , what can bring things under better control now ?
- .4. What stand will higher authorities take ?
- .5. How do you see situation after 6 months from now ?.....  
... assume various styles of handling today's problem and imagine situation .

Q.6. Why do employees join Trade Unions ? Write in detail about Trade Unions in India