

TRIBHUVAN UNIVERSITY
FACULTY OF MANAGEMENT

Office of the Dean

Full Marks: 60

Time: 3 hrs

2014

BIM / Seventh Semester / MGT 202: Human Resource Management

Candidates are required to answer all the questions in their own words as far as practicable.

Group "A"

Brief Answer Question:

[10×1=10]

1. Enumerate sub- components of staffing.
2. What is skill inventory?
3. Point out contents of job specification.
4. List methods of internal recruiting.
5. State four levels of training evaluation.
6. Name three needs of McClelland's three- Need Theory.
7. Enumerate steps in performance appraisal process.
8. List any four qualities of an effective reward.
9. What do you know about positive discipline?
10. Point out four reasons why employees join trade union?

Group "B"

Short Answer Questions:

[6×5=30]

11. Define human resources management. Explain the challenges faced by a human resource manager.
12. What is HR demand forecasting under HR planning? Explain the major techniques of HR demand forecasting.
13. Explain job analysis. Elucidate its advantages.
14. Why employee selection is important. Explain the steps in the employee selection process.
15. Define management development. Explain on-the-job management development methods.
16. What is employee motivation? Compare and contrast Maslow's Theory with Herzberg's Theory of motivation.

Group "C"

Comprehensive Answer Questions:

[4×5=20]

17. Read the following text carefully and answer the questions given below:

Bir Gorkhali printing press is the top private sector printing press of the country having state of the art equipment and workforce of 325 employees at different departments. Krishna Kaluwar is the manager of pre- press division, where 48 employees report to him. In course of the work one of its clients Global Tech, which is the multinational company, rejected the brochure printed by Bir Gorkhali printing press. Krishna was furious with this and called Wangdu Sherpa the desktop publishing units in- charged and blamed him and his unit for errors in desktop publishing work which led to rejection of the brochure. Wangdu tried to explain his unit's problems but Krishna was in no mood of listening, which further created resentment on both of them.

There months later, at the time of performance appraisal, Krishna rated Wangudu's performance as not satisfactory and asked him to sign the appraisal form. At the performance appraisal interview, Wangdu expressed his dissatisfaction to Krishna regarding rating and refused to sign the appraisal from. Krishna

was also not ready to change his stance regarding performance appraisal citing the example of rejection of brochure by Global Tech. After the performance appraisal interview, Wangdu reported his dissatisfactions to the General Manager Mr. Nishant Shah as well as the employee trade union. The union officials immediately discussed it and served notice to the management, picked Krishna's office and demanded his resignation for the harsh treatment to the employees. Trade union now added more demands and presented to the management and warned that they will agitate until their demands are fulfilled. Watching the developments Nishant is now worried and contacted printing press Association, Ministry of Industries and Ministry of Labour for settling the dispute at earliest. He also decided to meet both union officials and Krishna to solve the deadlock.

Questions

- a.** What happened in performance appraisal interview and in your opinion what should be the objectives of performance appraisal interview?
- b.** If you are Nishant, how will you handle the employee grievances?
- c.** List the actors of industrial relations in above case and explain their objectives in industrial relations.
- d.** What are the major causes of labor dispute in above case?