TRIBHUVAN UNIVERSITY
FACULTY OF MANAGEMENT
Office of the Dean
2016

Full Marks: 60
Time: 3 hrs

BIM/Sixth Semester/ MGT 202 : Human Resource Management

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

Group "A"

Brief Answer Question: [10×1=10]

1.   List out the characteristics of HR planning.
2.   State the components of HRM.
3.   Write down the techniques for HR demand forecasting.
4.   State the techniques of selection.
5.   Mention the importance of selection.
6.   Highlight the objectives of management development.
7.   Give the meaning of workforce diversity.
8.   Point out the types of employee benefits.
9.   List out the causes of labor disputes.
10. Highlight the steps in grievance handling procedure.

Group "B"

Short Answer Question: [6×5=30]

11. What is collective bargaining? Explain the process of collective bargaining.
12. How do you collect the job analysis information? Discuss the techniques of job analysis.
13. Explain the sources of recruitment.
14. What are the benefits of training? Discuss training and development practice in Nepalese organizations
15. Describe HRM environment.
16. What is employee grievance? Explain the handling practice in Nepalese organization.

Group "C"

Comprehensive Question: [4×5=20]

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

Andrew Hilton, employed by Hamilton Chemicals as an electrical engineer for the past 26 years, has recently been promoted to management. His new position in engineering design services manager. He has 20 engineers from all disciplines reporting to him.

The unit has not been performing well. Morale and performance are at an all-time low. During the past two years, the units productivity has fallen by 25 percent, absenteeism has risen by 10 percent, and job –related injuries have risen by 12 percent.

Andrew suspects that the problems has been caused by the misuse of the performance appraisal system on the part of the previous manager, Ted Simpson. The workers are rated annually on a five-point graphic rating scale o the following job dimensions:

1. Safety

2. Ability to work with others

3. Contribution to the company's long-term growth

4. Contribution to productivity

5. Cost control

6. Attendance

   During the past two years, Simpson gave each employee a "satisfactory" (3) rating on all six dimensions. Based on what he has observed during his first two months as manager, Andrew believes their ratings are erroneous. Six engineers have quickly surfaced as outstanding performances, and three are clearly unsatisfactory.

   Questions

   a. What do you think Ted Simpson gave everyone a satisfactory rating? If not what can be done alternatively?

   b. D you agree with Andrew that the performance appraisals may be contributing to the problem? Explain.

   c. If Andrew chooses to give employee the ratings they deserve, do you think there will be a backlash, making many of the workers even more unhappy?

   d. If you were Andrew, What you might have done to handle the situation?