

BIM / Sixth 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 Questions:

[10 × 1 = 10]

1. Define human resource management.
2. What do you mean by productivity?
3. What is succession planning?
4. Give the concept of Hay plan.
5. Write down the meaning of employment exchange.
6. Sketch the process of human resource planning.
7. List out the uses of performance appraisal.
8. Point out the elements of non-financial reward.
9. Specify the causes of disciplinary problems.
10. Give the meaning of labor disputes.

Group "B"

Short Answer Questions:

[6 × 5 = 30]

11. Differentiate between human resource management and personnel management.
12. "Human resource planning is the major activity of human resource manager and indeed an indicator of success if formulated rightly". In the light of this statement, discuss the human resource planning process.
13. What is job design? Explain the method of job design.
14. What is selection? Why it is important in an organization?
15. What do you mean by training? Explain the methods of evaluating training program.
16. What is employee grievance? Explain the grievances handling practices in Nepali organizations.

Group "C"

Comprehensive Answer Questions:

[4 × 5 = 20]

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

Jack Nelson's problem: As a new member of the board of directors for a local bank, Jack Nelson was being introduced to all the employees in the home office. When he was introduced to Ruth Johnson, he was curious about her work and asked her what the machine she was using did. Johnson replied that she really did not know what the machine was called or what it did. She explained that she had only been working there

for 2 months. However, she did know precisely how to operate the machine. According to her supervisor, she was an excellent employee. At one of the branch offices, the supervisor in charge spoke to Nelson confidentially, telling him that something was wrong, but she didn't know what. For one thing, she explained, employee turnover was too high, and no sooner had one employee been put on the job than another one resigned. With customers to see and loans to be made, she continued, she had little time to work with the new employees as they came and went.

All branch supervisors hired their own employees without communication with the home office or other branches. When an opening developed, the supervisor tried to find a suitable employee to replace the worker who had quit.

After touring the 22 branches and finding similar problems in many of them, Nelson wondered what the home office should do or what action he should take. The banking firm generally was regarded as being a well-run institution that had grown from 27 to 191 employees during the past 8 years. The more he thought about the matter, the more puzzled Nelson became. He couldn't quite put his finger on the problem, and he didn't know whether to report his findings to the president.

Questions:

- a) What are the problems in the banks home office and branches?
- b) Do you think setting up an HR unit in the main office would help?
- c) What specific HR functions should an HR unit carry out?
- d) What role should the Internet play in the new HR organization?

