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MASTER OF BUSINESS ADMINISTRATION (M.B.A.)
EXAMINATION: MAY - 2025
SEMESTER - II

Sub.: Human Resource Management (MBA-203/MBA24-203)

Date : 19/05/2025

Total Marks : 60

Time: 2.00pm to 4.30pm

Instructions: 1) All questions are compulsory.
 2) Figures to the right indicate full marks.

Q. 1. Write Short notes on (Any Three) (15)

1. Internal recruitment methods
2. Process of Performance Appraisal
3. Collective bargaining
4. Aptitude test for selection
5. Components of job analysis

Q. 2. Answer in detail (Any One) (10)

1. What is the primary goal of HRM? Name the main functions of HRM.
2. The HR managers face challenges in their workplace. Can you name a few?

Q. 3. Answer in detail (Any One) (10)

1. Describe Human Resource Planning? What are the steps in HR planning process?
2. What is the main goal of selection? Background checks in the selection process play an important role. Explain?

Q. 4. Answer in detail (Any One) (10)

1. Why is performance appraisal important in HRM?
2. It is very important to have a safe workplace for employees. Explain in detail.

Q. 5. Case study (15)

At a small telephone booth in the city, an 18-year-old boy nervously picks up the receiver and dials a number. On the other end, a woman answers. With a polite and hopeful voice, the boy asks, "Ma'am, are you looking for a gardener?" The woman replies, "No, I already have one." Undeterred, the boy continues, "Do you need someone to clean your car or help with household chores?" Again, the woman firmly responds, "No, I have an efficient worker who handles everything perfectly. I'm happy with him."

The boy pauses but does not give up. He makes two more calls, changing his approach slightly each time, but the woman's answer remains the same—she is satisfied with the person she has and is not looking for anyone new. Finally, the boy smiles, thanks her politely, and hangs up.

The telephone booth owner, who had been observing the conversation, is puzzled by the boy's reaction. "Why are you smiling after being rejected so many times?" he asks curiously. The boy turns to him with a gentle expression and says, "I am the gardener she was talking about. I just wanted to know if she was truly happy with my work."

Hearing this, the booth owner is taken aback. He realizes that the boy wasn't looking for a new job—he was simply testing his own worth. The young boy's dedication and commitment to his work, despite his circumstances, deeply move him. With a heart full of satisfaction, the boy walks away, knowing that his hard work and sincerity have earned him appreciation, even if it wasn't spoken to his face.

The booth owner watches him go, feeling a newfound respect for the boy's determination and the silent pride he carried.

Questions :

1. What was the boy trying to prove?
 2. Which method did he use and what are the advantages of using this method?
 3. Can you suggest any other method for the same situation? And why will it be useful.
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