

(2½ Hours)

[ Total Marks : 75 ]

- N.B. : (1) Answers to all questions is compulsory.  
(2) Figures to the right indicate full marks.

1. (a) What are the challenges faced by HR manager of a foreign bank in India. 7  
(b) What are the functions associated with Human Resource Management. 8  
OR  
(c) Explain with diagram common structure of the Human resource department. 7  
(d) Distinguish between Personnel Management and Human Resource Management. 8
2. (a) Explain different steps in the Manpower planning process. 7  
(b) What is outsourcing? What are the advantages and limitations of outsourcing HRM functions. 8  
OR  
(c) Define 'Transfer' and state the objectives and guidelines of transfer. 7  
(d) What is promotion? Explain its types and principles of promotion policies in brief. 8
3. (a) Explain different steps in the selection process. 7  
(b) Define training. Explain the benefits associated with training. 8  
OR  
(c) Describe in brief the different types of incentive plans. 7  
(d) Suggest some commonly used appraisal techniques for employees of Service Sector organisations. 8
4. (a) Do you think it is necessary for every organisation to have a personnel manual? What are its benefits? 7  
(b) What is job analysis? Explain the methods of job analysis. 8  
OR  
(c) Explain the different benefits associated with participative management. 7  
(d) Bring out the role of various parties in Industrial Relations. 8
5. Write short note on any three: 15  
(a) H.R.D.  
(b) Succession planning  
(c) Orientation  
(d) Types of interviews  
(e) Job design