



MBA(IB).1/10. 156

**M.B.A. (IB) DEGREE I SEMESTER EXAMINATION NOVEMBER 2010**

**SMI 2102 HUMAN RESOURCE MANAGEMENT**

Time: 3 Hours

Maximum Marks: 50

(5 x 10 = 50)

- I. A. Identify and explain the focus of each of the major operational areas in HRM.  
OR  
B. Discuss the influence of environmental factors and forces on the current HRM practices.
- II. A. Explain the similarities and differences between organization – wide planning and human resource planning (HRP).  
OR  
B. Establish clearly the linkages among recruitment, selection and job analysis.
- III. A. Define Training Effectiveness. What criteria are to be adopted to evaluate the effectiveness of a cross – cultural training programme for salesmen in tourism industry?  
OR  
B. Explain BARS in performance appraisal. What distortions are possible in a performance appraisal system?
- IV. A. If pay is predominantly job based, explain how can HR managers compensate and reward exceptionally performing employees?  
OR  
B. Explain the purpose of discipline among employees and the major steps in a departmental action.
- V. A. Discuss the concept and operational features of an effective Human Resource Information System for a business firm in tourism industry.  
OR  
B. Explain the essential features and elements in Industrial Relations according to the systems perspective on IR.

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