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Register Number:

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**ST. JOSEPH’S COLLEGE (AUTONOMOUS), BANGALORE-27**

**B.Com – IV SEMESTER**

**SEMESTER EXAMINATION: APRIL 2018**

BC 4416 : Human Resource Management

Time -1 hr Max Marks-35

**This paper contains 2 (Two) printed pages and four parts**

**SECTION A**

**Answer any Five (5) of the following (5 \* 1 Mark = 5 Marks)**

1. Define Human Resource Management.
2. Explain Job analysis.
3. Explain the scope of Human Resource Management.
4. Identify any two issues in Quality work life which increase workplace violence
5. Explain HRD?
6. Explain any two functions of HRD.
7. Differentiate between coaching and mentoring.

**SECTION B**

**Answer any ONE (1) question (1 \* 5 Marks = 5 marks)**

1. Explain any five objectives of Human resource management.
2. Explain the ways to have better quality work life to increase the effectiveness of the organisation.

**SECTION C**

**Answer any ONE (1) question (1 \* 10 Marks = 10 marks)**

1. Explain the need and importance of training.
2. Sexual harassment, alcoholism and Drug are serious and widespread problems at workplace. These problems exist among all the categories, groups and levels of employees. The effects of alcoholism on work and worker are serious. Discuss in Detail.

**SECTION D**

**Case Study (1 \* 15 Marks = 15 marks)**

1. Angel and Devil both of them are post graduates in management under different streams from same B-School. Both of them are close to each other from the college days itself and the same friendship is continuing in the organisation too as they are placed in the same company, Hy-tech technology solutions. Angel placed in HR department as employee counselor and Devil in finance department as key finance executive. As per the grade is concerned both are at same level but when responsibility is concerned Devil is holding more responsibility being in core finance By nature Angel is friendly in nature and ready to help the needy. Devil is silent in nature ready to help if approached personally and always a bit egoistic in nature. They have successfully completed 4 years in the organization. And management is very much satisfied with both of them as they are equally talented and constant performers. Angel felt that now a day’s Devil is not like as he use to be in past. She noticed some behavioral changes with him.

During general conversations she feels that Devil is taunting her that she is famous among the employees in the organisation in the other hand he is not even recognised by fellow employees. One morning Mr. Mehta General Manager Hy-tech technology solutions shocked while go through the mail received from Devil about his resignation. Mr. Mehta called Angel immediately and discussed about the same as she is close to Devil. By hearing the news Angel got stunned and said that she do not know this before she also reveled here current experience with him. Mr. Mehta who do not want to loose both of them promised her that he will handle this and he won’t allow Devil to resign.

In the afternoon Mr. Metha took Devil to Canteen to make him comfortable after some general discussion he starts on the issue. Devil, after some hesitations opened his thinking in front of Mr. Mehta. The problem of Devil is

1. when he comes alone to canteen the people from other don’t even recognize him but if he accompanied by Angel he get well treated by others.
2. one day Both of them entered the company together the security in the gate wished them but the next day when he came alone the same security did not do so.
3. Even in meetings held in the office the points raised by Angel will get more value so many a times he keeps silent in the meeting.

It happens to Devil that he has to face such degradation in each day of work which totally disturbs him. Devil also questioned that ” Angel and myself have same qualification, from same institute, passed out in the same year both with first class. We have same number of experience in this organisation. More over the responsibilities with me are more valuable than that of Angel. After all this things if I am been ignored or unrecognized by the fellow employees my ego does not allow me to continue here”. By listening this statement Mr.Metha felt that it is not going to be very difficult to stop his resignation. Mr. Mehta explained Devil the reasons for such partial behavior of the employees. After listening to Mr. Mehta Devil said sorry for his reaction and ready to take back his resignation. And he called Angel and spoke with like before

**Questions:**

1. Identify the core issues reaised in the above case.
2. Did Mr. Methatook the right decision in approaching this issue? Justify your answer.

**END OF THE QUESTION PAPER**