

Roll No.....

**Jamia Hamdard**  
**School of Management and Business Studies**  
**Department of Management**  
**Even Semester Examination - August 2023**  
**MBA-II Semester**  
**Paper Code: MBA-CG-204**  
**Paper Name: Human Resource Management**

Duration: 3 Hours

Max. Marks - 60

*Note: Attempt any Five Questions, All questions carry equal marks (5x12=60)*

1. "Environment scanning helps HR manager become proactive to the environment which is characterized by change and intense competition". In the light of this statement explain role of Human Resource Management in Changing Environment.
2. (a) Explain in detail various operative functions of HRM. (6 marks)  
(b) What are various roles and responsibilities of HR managers? (6 marks)
3. Discuss the importance of collective bargaining as a method of regulating relations between employers and employees. What are the pre-requisites to make it successful?
4. (a) What is Job analysis? Explain various components of Job analysis. (6 marks)  
(b) What are various methods of On the Job Training in organizations? (6 marks)
5. Explain the concept of Human Resource Planning and give an overview of the process of Human Resource Planning
6. (a) Explain in detail methods of performance appraisal. (6 marks)  
(b) What are various types of rating errors? (6 marks)
7. Explain in detail:
  - (a) Concept of Welfare Management. (4 marks)
  - (b) Importance of Grievance Management. (4 marks)
  - (c) Workers Participation in Management. (4 marks)
8. (a) Explain meaning of Trade Unions. What are the various objectives of Trade Unions? (6 marks)  
(b) Explain Social Security Measures (6 marks)

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