

( 4 )

- (b) What is human resource development?  
How is it an integral aspect of human resource management?
- (c) Discuss the objectives of the human resource audit. Find out type of data to be collected for purpose of human resource audit.

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Total No. of Questions : 4]

[Total No. of Printed Pages : 4

Course Code  
**MPA – 04**

**Term End Examination - December, 2019**

HUMAN RESOURCE MANAGEMENT

Master of Arts in Public Administration (MAPA)

Time : 3 hours

Full Marks : 100

The figures in the right-hand margin indicate marks

Answer **all** Groups as directed

Group—A

1. Answer *all* the questions, each within 1 word or 1 sentence : 1×10=10
- (a) Write any two characteristics of HRD.
- (b) Define SHRM.
- (c) What is performance management?
- (d) What is performance gap?
- (e) Define superannuation pension.
- (f) What is manpower planning?
- (g) What do you mean by TQM?

( 2 )

(h) Define collective bargaining.

(i) What is sensitive training?

(j) What is HR audit?

Group—B

2. Answer any *four* questions each within  
100 words :  $5 \times 4 = 20$

(a) Write about four fundamental principles on which HRM is based on.

(b) Write any three limitations of training.

(c) What is position rotation in an organisation?

(d) What is importance of effective communication in an organisation?

(e) Briefly discuss usefulness of utility analysis.

(f) What is measurement method?

( 3 )

Group—C

3. Answer any *four* questions each within  
200 words :  $10 \times 4 = 40$

(a) Discuss various objectives of HRM.

(b) Write about various aspects of HR Audit.

(c) Discuss about advantages of human resource planning.

(d) Discuss about various features of promotion in India, USA and UK.

(e) Differentiate between Personnel Management and Human Resource Management.

(f) Find out possible causes for failure of a training programme.

Group—D

4. Answer any *two* questions each within  
300 words :  $15 \times 2 = 30$

(a) Give a detailed note on employee capacity building strategies.