

TERM END EXAMINATION-JUNE, 2019
Master of Arts (Public Administration) (MAPA)

Course Code
MPA-04

Human Resource Management

Time - 3 Hours

Full Marks – 100

(Answer any **five** questions form **Group-A** , any **four** questions from **Group -‘B’**, any **four** questions from **Group -‘C’** and any **two** questions from **Group -‘D’**)

Group ‘A’

Q. No. 1 Answer any five questions each within 50 words)

Marks: 2 × 5= 10

- a) What is human resource management?
- b) Explain the meaning of Strategy.
- c) Define Manpower Planning.
- d) What do you mean by Human Resource?
- e) What is Viva Voce Test?
- f) Explain the meaning of 'grievances'.
- g) What is AIDS?
- h) What is the meaning of Management Development?

Group ‘B’

Q. No. 2 Answer any four questions each within 100 words.

Marks: 5 × 4= 20

- a) What do you mean by Organisational Culture?
- b) Write the advantages of Human Resource Planning.
- c) What is the purpose of job analysis?
- d) Analyse Voluntary Retirement Scheme.
- e) Explain the meaning of Social Capital?
- f) What is Employee Assistance Programmes (EAP)?

Group ‘C’

Q. No. 3 Answer any four questions, each within 200 words)

Marks: 10 × 4= 40

- a) What are the shortcomings of a manpower plan? How can you improve upon it?
- b) Discuss the features of Promotion.
- c) Summarise the Key elements of performance appraisal.
- d) Discuss the ways to reduce job stress
- e) Examine the process of collective bargaining.
- f) Define Industrial Peace.

Group ‘D’

Q. No. 4 Answer any two questions, each within 300 words.

Marks: 15 × 2= 30

- a) Explain main models of Strategic Human Resource Management (HRM).
- b) Critically examine the schemes of workers participation in management (WPM) in India. What improvements would you suggest?
- c) Describe the important methods of conflict resolution in organizations.