

what a career planning program me might involve for Carter. A lot of their employees had been with them for years in dead-end jobs, and she frankly felt a little bad for them: “ perhaps we could help them gain a better perspective on what they want to do”, she thought. She definitely believed that the store management group needed better career direction if Carter Cleaning was to develop and grow.

Questions :

1. What would be the advantages to Carter cleaning of setting up such a career planning programme?
2. Who should participate in programme? All employees (or) Selected employees. Substantiate.
3. Describe the programme you would propose for injecting a career planning and development perspective into Carter Cleaning Centre.

Register Number :

Name of the Candidate :

6 4 1 2

**M.B.A. (Industry Integrated)
DEGREE EXAMINATION, 2012**

(FIRST YEAR)

(PAPER - II)

120. HUMAN RESOURCE MANAGEMENT

May]

[Time : 3 Hours

Maximum : 75 Marks

SECTION – A (5 × 3 = 15)

Answer any FIVE questions.

ALL questions carry equal marks.

1. *Write short notes on :*

- (a) Significance of Human Resource Management.
- (b) Human Resource Planning.
- (c) Management Development Programmes.

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- (d) Counselling and Mentoring.
 (e) Disciplinary and grievance redressal procedure.
 (f) Transfer.
 (h) Retention Strategies.
- SECTION – B** (3 × 10 = 30)
- Answer any THREE questions.
 ALL questions carry equal marks.*
2. Define Human Resource Management. Differentiate between Human Resource Management and Personnel Management.
 3. Bring out the significance of recruitment.
 4. Explain the various incentive plans in detail.
 5. Bring out concept of Human Resource Outsourcing.
 6. What is the importance of career planning and development?

SECTION – C (1 × 15 = 15)

Answer any ONE question.

7. “The concept of job stress and burnout is common in Information Technology Sector”. Comment.
8. “Globalization has brought out changes in the practice of Human Resource Management in Corporate sector”. Comment.
9. Elaborate on the concept of Quality of Work Life.

SECTION – D (1 × 15 = 15)

(Compulsory)

10. *Case Study :*

THE CAREER PLANNING PROGRAMME
 OF CARTER CLEANING COMPANY

Career planning has always been a pretty low priority item for Carter Cleaning since “just getting workers to come to work and then keeping them honest is enough of a problem”, as Jack likes to say. Yet Jennifer thought about

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