

00263

**EXECUTIVE MASTER OF BUSINESS
ADMINISTRATION (EXMBA)**

**Term-End Examination
December, 2012**

**MCTE-080 : HR MEASUREMENT AND
INFORMATION SYSTEMS**

Time : 3 hours

Maximum Marks : 100

Note : You have to attempt five questions. All questions carry equal marks.

1. "Measurement will be vital to the evolution of human resource management in the coming century". Explain and elucidate the statement with the help of a suitable example. 20

2. "What is the relationship between the changes in the quality of the talent pools and the competitive success ?" Explain and elucidate with the help of a suitable example. 20

3. Today's scorecards or "dashboards" built on data warehouses allow HR Managers to "drill down" using a potentially huge array of variables, customized to unique personal preferences. Explain and elucidate the statement with the help of a suitable example. 20

4. Explain and elucidate with the help of suitable example : 2x10=20

- (a) It is common to assess HR customer satisfaction by asking key decision makers if they like the HR measures.
- (b) Future HR measurement systems must be more than merely logical, attractive or even valid and reliable.

5. Briefly Explain **any four** of the following : 4x5=20

Payroll	Time and Attendance	Appraisal performance	Benefits Administration	Employee Self-Service
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6. Briefly Comment on the followings : 2x10=20

- Traditional corporate measurement systems must be enhanced to account for intangibles in a knowledge-based economy.
- The function of Human Resources departments is generally administrative and common to all organisations.

7. "Software as a service (SaaS) has become a common delivery model for most business applications, including accounting, collaboration, customer relationship management (CRM), management information systems (MIS), enterprise resource planning (ERP), invoicing, human resource management (HRM), content management (CM) and service desk management." Explain and elucidate with the help of a suitable example. 20

8. Write short notes on *any two* of the followings :

- HR Cost Monitoring 2x10=20
 - HR MBO
 - Return-On-Investment
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