MPP-004

MASTER OF ARTS (PUBLIC POLICY)

Term-End Examination

00040   December, 2015

MPP-004 : HUMAN RESOURCE MANAGEMENT

Time : 3 hours   *Maximum Marks : 70*

Note :

(i)   Question no. 1 is compulsory.

(ii)   Answer any six questions in addition to question no. 1.

(iii)   All questions carry 10 marks each.

(iv)   Answer the questions in about 300 words each.

1. "Strategic Human Resource Management is the need of the hour for the Indian Government today." Discuss with reference to the various approaches of Strategic Human Resource Management.   *10*

2. Describe sequentially the steps required in an effective recruitment process.   *10*

3. Why is effective communication essential in ensuring attainment of organisational goals ? Discuss how active listening can ensure that a problem is prevented from degenerating into a crisis with the external stakeholders or with the employees.   *10*

4. Describe the various incentive plans used by organisations and their impact on the motivation of an employee.   *10*

5. Discuss the skills required by a leader to ensure effective coordination among different departments working under his/her jurisdiction, but not directly reporting to him/her.   *10*

6. "Organisations need their personnel to continuously learn and develop." Discuss how learning and development is affected by the nature of the learner.   *10*

7. Explain the term Quality Circles. Discuss with illustrations from two areas how this process can be used to improve the functioning of Government offices.   *10*

8. "Promotion and maintenance of employee discipline is vital for smooth functioning of an organisation." Discuss with reference to the various Constitutional provisions and other rules to ensure discipline in Civil Services. 10

9. Explain the 4C model to assess the effectiveness of HRM process in an organisation and discuss the various constraints that are likely to be encountered when implementing this model in a Government Department. 10

10. Define Stress. Describe the consequences of negative stress and the various strategies that can be deployed by organisations to manage stress. 10

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