

MASTER OF ARTS (PUBLIC POLICIES)

Term-End Examination

June, 2013

MPP-004 : HUMAN RESOURCE MANAGEMENT

Time : 3 hours

Maximum Marks : 70

Note : (i) Answer seven questions in all. Question 1 is compulsory.

(ii) All questions carry equal marks.

1. 'Strategic human resource management is the need of the hour for our country today'. Discuss in light of the various approaches to effective strategic human resource management. **10**
2. Discuss sequentially the various steps in manpower planning for any effective organization. Why is it essential for any organization to be successful ? **10**
3. Discuss the pros and cons of Direct entry versus internal promotions as a means of recruitment. Suggest two (2) measures to improve the recruitment and promotion system that would enhance the performance of Indian Civil Services. **10**

4. 'Employees in an organisation are not 'economic men' so much as they are 'ego - men'. Critically analyse this statement with reference to the various incentive plans. 10
 5. HR audit is an important feedback tool for any organization. Discuss the various approaches to HR audit. 10
 6. Discuss the various methods of training for employee's development. What could be some hindrances to effective training ? 10
 7. Discuss the various sources that induce change in any organisation. Why does this invoke resistance from employees in some instances ? 10
 8. Define total quality management. Discuss with illustrations how this concept can be used to improve the citizen experience in government offices. 10
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