

Unable to bear with this atmosphere of bitterness and mutual hatred, Ramesh, finally decided to call it a day and concentrate on his studies.

Before bidding farewell, he however, lamented before a senior member of his group thus: "Why are you all like this? I am just trying to do my job. The salary is alright. Still I don't like to continue. In a few days, I will be going back to pursue my studies. But I would like to know you all better. I am sure I am not like you guys". The senior member advised: "My dear boy, if you were here as long as I have been, you would be just like us".

Questions :

- (a) What role does the superior play in the performance of this group?
- (b) What are the major informal roles of the group members and Ramesh?
- (c) What status position did Ramesh enjoy in his group? Why?
- (d) Why was Ramesh rejected by his group? Do you agree with the senior worker's statement in this case? Why/Why not?

## MBA 3920

M.B.A. DEGREE EXAMINATION, JUNE 2007.

Fourth Semester

Human Resource Management

Paper XX — GLOBAL HUMAN RESOURCE PRACTICES

Time : Three hours

Maximum : 100 marks

PART A — (5 × 6 = 30 marks)

Answer any FIVE of the following.

1. What are the objectives of globalization in human resource perspective?
2. Explain the ethical and social responsible behaviour.
3. Explain the various compensation packages.
4. State the functions of human resource manager.
5. State the steps involved in man power planning.
6. State the methods of performance appraisal.
7. Describe coaching and mentoring.
8. What are the use of balanced score card.

**PART B — (5 × 10 = 50 marks)**

Answer any FIVE of the following.

9. What are the distinctive features of human functions?
10. Explain the Eastern Management thought for global management with illustrations.
11. State the Human Resource Management in Multi Nation Companies (MNCs).
12. What are the motivational systems available in human resource management?
13. What are the new developments in the human resource management because of the globalisation?
14. Explain the universal quality standard in human performance.
15. What are the issues involved in compensation management?
16. What are the recent changes in the leadership qualities?

**PART C — (1 × 20 = 20 marks)**

**Case Study — Compulsory**

17. Mr. Ramesh, after completing matriculation, wanted to pursue college education. To support himself, he desired to put into practice the principle of 'Earn while you learn'. After several frustrating tips, his efforts have finally earned him a position in the manufacturing company in his native town. The job required him to work with a small group of workers and report directly to the production supervisor.

His enthusiasm to work in a company while pursuing studies has diminished after a few days. To his surprise, Ramesh found that most of the workers in the company are not duty-minded. They wasted their time in gossiping and loitering. They have invented, over the years, several ingenious ways to avoid work and spend their time un-productivity on the job without subjecting their mind and body to the rules of work place. Being new to the workplace, Ramesh, of course, could not learn the 'tricks of the trade' and as such could not mix up with other members of his group. In many occasions, Ramesh found himself performing his duties sincerely while others moved around in a jovial manner. Ramesh, not unnaturally, could not swallow this and when he began to express his feelings of unhappiness and resentment, his co-workers retaliated thus : "Mind your job. Don't be too smart. If you complain, we know how to get rid off you". Gradually, Ramesh, to his anguish, found himself enacting the role of a 'social outcast'.