5. What are the difficulties associated with new technology implementation and consequent technological change process? Explain. 10

Unit III

6. Describe the implications of Technological change on any two core functions of HR.

10

7. Discuss the Human Resource implications of use of social media tools for internal communication in organisations. 10

Unit-IV

8. Multinational companies usually try to find ways for reducing training costs. As a consultant, suggest ways and methods for increasing effectiveness and efficiency of the employee training programmes without increasing the cost.

10

9. Discuss the 'Technology transfer with human face' methodology which would be suitable for implementation in a technology intensive organisation. 10

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Roll No. _____

MS-3103

M.B.A. IV Semester Examination, 2015

Man Power Development for Technological Change

Time Allowed : Three Hours] *[Maximum Marks : 70*

Note : Answer five questions in all. Question one is compulsory. In addition answer one question from each unit.

1. Read the following case and answer the questions that follow:

Mr. Kumar is the Head of the accounting section in a fast growing manufacturing company. In the section, he has 30 employees under his control. The company has three hundred employees, mostly from nearby areas. The recent changes in technology have prompted management to introduce computerisation in the account section. Mr Kumar has been asked to explain the impotance of having a computer in the ac-

counts department, to the employees. The introduction of computer, undoubtedly, affects the lives of all those who are working in the section. Some fifteen employees will have to restructure their job responsibilities: ten employees require training in the use of computer and the remaining five may have to look elsewhere for jobs. Of course, all these changes, though painful, will take place gradually.

This situation is quite similar to another situation witnessed by Mr. Kumar some time back eight months ago. The company had hired a computer on lease basis to handle the production inventory. The Management is highly pleased with the arrangement, as the inventory management has improved tremendously afterwards. But unfortunately, the production people have resisted the move strongly.

Now Mr. Kumar is in a tight corner as he is now entrusted with the responsibility of introducing computerisation in his own section.

Questions: 10×3=30

(a) Why in your opinion are people likely to oppose the introduction of a computerised system?

(b) If you were the Section Head, How would you go about informing your employees about the proposed change and make them accept it?

(c) What could be the potential repercussions of failure of a technology led change project?

Unit I

2. Discuss the technology related 'manpower management' challenges in the 21st century citing a few examples.   10

3. What type of Human Resource profile do you expect, with reference to the overall technological environment, in the country in the coming future? Justify your answer.   10

Unit II

4. Describe the process of Technological Innovation and Diffusion in an organisation citing examples.   10