

**Department of Marketing and Supply Change Management**

**End Term Examination**

**May 2017**

**MBA (SCM) Semester II**

**Course Title : Human Resource Management**

**Course Code: PGSCM2C00IT**

**Time Allotted: 03 Hours**

**Max Marks: 100**

**Min. Marks: 50**

**Total Pages:3**

**Section A**

*This section contains 10 multiple choice Questions. All questions in this part are compulsory and each MCQ carries 1.5 marks.*

1. HRM is \_\_\_\_\_  
A. employee oriented  
B. employer oriented  
C. legally oriented  
D. none of the above
2. The objectives of HRM are categorized as \_\_\_\_\_  
A. personal objectives  
B. functional objectives  
C. Organisational and social objectives  
D. all of the above
3. Which of the following term is used to identify, "what the job holder does"? "how it is done"? & "why it is done"?  
A. Job specification  
B. Job evaluation  
C. Job description  
D. Job title
4. Most popular method of recruiting applicants to jobs is \_\_\_\_\_  
A. Radio and TV advertisement  
B. Corporate website  
C. Employee referral schemes  
D. Commercial job boards
5. Which of the following approach emphasizes the effect of psychological & Social factors on employees' performance?  
A. Scientific approach  
B. Rational approach  
C. Human relations approach  
D. Systematic approach
6. HRM typically provides which of these types of training to temporary employees?  
A. Retirement planning  
B. Benefits options  
C. Orientation  
D. Career planning and management
7. -----examination may protect the company against unwarranted claims under workers compensation laws  
A. Written  
B. Physical  
C. Mental  
D. Reference
8. Which of the following would not form part of a flexible reward package?  
A. ability to 'buy and sell' leave days  
B. non-pay items such as child care vouchers  
C. cafeteria benefits  
D. performance-related pay
9. Benefits of Talent Management include  
A. Improved client relations and retention  
B. Creating a competitive advantage  
C. Employment Legislations  
D. both B and C

10. Which permanent settlement machinery has been mentioned in the act accountable for the speedy and amicable settlement of industrial disputes?

- A. Adjudication
- C. Arbitration

- B. Conciliation
- D. Appropriate government

### Section B

*This Section Carries Short Answer Type Questions*

*Attempt any five questions selecting one from each unit. Each question carries 08 marks*

#### Unit I

**Q. No. 11:** Discuss the scope of Human Resource Management in detail?

**Q. No. 12:** "In many ways all managers are and must be HR managers" do you agree or disagree with this statement, support your answer with a detailed explanation?

#### Unit II

**Q. No. 13:** Define Job analysis? Why it is most important in the effective management of human resources?

**Q. No. 14:** Define selection? In detail throw light on steps involved in process of selection?

#### Unit III

**Q. No. 15:** Briefly in not more the 30 words each explain what do you mean by resignation, suspension, dismissal, lay off and retrenchment?

**Q. No. 16:** Define executive development? Discuss the need of executive development in detail?

#### Unit IV

**Q. No. 17:** Define compensation? Discuss briefly the factors influencing wage and salary (compensation) administration?

**Q. No. 18:** Define employee engagement and quality of work life (QWL)? Explain the importance of QWL in detail?

#### Unit V

**Q. No. 19:** Discuss objectives and functions of trade unions in India?

**Q. No. 20:** Explain the concept of industrial relations and also pen down objectives of good industrial relations?

### Section C

*This Section Contains Long Answer Type Questions*

*Attempt any two questions out of the four from part I. Each carries 15 marks.*

*Part II is compulsory and is a case study. It carries 15 marks*

#### Part I

**Q. No. 21:** Discuss in length the Harvard analytical framework of human resource management?

**Q. No. 22:** What do you mean by job evaluation? Job evaluation methods are divided into two categories, name them and from each category discuss one method each in detail?

**Q. No. 23:** Define training? Discuss in detail various training methods?

**Q. No. 24:** What do you mean by grievance? You as a manager how will you identify the grievance of an employee and while addressing grievance what are the factors you will keep in mind while effectively handling the grievance?

#### Part II

*Read the case study and answer the questions given*

#### CASE STUDY

Satish was a Sales Manager for Industrial Products Company in City branch. A week ago, he was promoted and shifted to Head Office as Deputy Manager - Product Management for a division of products which he was not very familiar with. Three days ago, the company VP - Mr. George, convened a meeting of all Product Managers. Satish's new boss (Product Manager Ketan) was not able to attend due to some other

preoccupation. Hence, the Marketing Director, Preet - asked Satish to attend the meeting as this would give him an exposure into his new role. At the beginning of the meeting, Preet introduced Satish very briefly to the VP. The meeting started with an address from the VP and soon it got into a series of questions from him to every Product Manager. George, of course, was pretty thorough with every single product of the company and he was known to be pushy and a blunt veteran in the field. Most of the Product Managers were very clear of George's ways of working and had thoroughly prepared for the meeting and were giving to the point answers. George then started with Satish. Satish being new to the product, was quite confused and fared miserably. Preet immediately understood that George had possibly failed to remember that Satish was new to the job. He thought of interrupting George's questioning and giving a discrete reminder that Satish was new. But by that time, George who was pretty upset with the lack of preparation by Satish made a public statement "Gentlemen, you are witnessing here an example of sloppy work and this can't be excused". Now Preet was in two minds - should he interrupt George and tell him that Satish is new in that option. ~~Satish was visibly angry at the treatment meted out by George but he also chose to keep mum.~~ George quickly closed the meeting saying that he found in general, lack of planning in the department and asked Preet to stay back in the room for further discussions. Before Preet could give any explanation on Satish, George asked him "Tell me openly, Preet, was I too rough with that boy?" Preet said "Yes, you were. In fact, I was about to remind you that Satish is new to the job". George explained that the fact that Satish was new to the job didn't quite register with him during the meeting. George admitted that he had made a mistake and asked his secretary to get Satish report to the room immediately.

A perplexed and uneasy Satish reported to George's room after few minutes. George looking Satish straight into his eyes said "I have done something which I should have never even thought of and I want to apologize to you. It is my mistake that I did not recollect that you were new to the job when I was questioning you". Satish was left speechless. George continued "I would like to state few things clearly to you. Your job is to make sure that people like me and your bosses do not make stupid decisions. We have good confidence in your abilities and that is why we have brought you to the Head Office. For everybody, time is required for learning. I will expect you to know all the nuances of your product in three months time. Until then you have my complete confidence". George closed the conversation with a big reassuring handshake with Satish.

**Q. No. 25:** Was it at all necessary for George to apologize to such a junior employee like Satish?

**Q. No. 26:** If you were in Satish's place, how would you respond to George's apology?