

**PARUL UNIVERSITY**  
**FACULTY OF MANAGEMENT**  
**BBA Winter 2022-23 Examination**

**Semester:3****Subject Code: 06101202****Subject Name: Human Resource Management-I****Date: 24/09/2022****Time: 10.30am to 1.00pm****Total Marks: 60****Instructions**

1. All questions are compulsory.
2. Figures to the right indicate full marks.
3. Make suitable assumptions wherever necessary.
4. Start new question on new page.

**Q.1 Do as Directed.****Multiple choice type questions/Fill in the blanks. (Each of 1 mark) [05]**

1. Job Description helps in\_\_\_\_
  - a) the development of job specifications
  - b) providing orientation to new employees towards their basic responsibilities and duties.
  - c) developing performance standard
  - d) all of the above
2. Which of the following is a benefit of employee training?
  - a) Improves morale
  - b) Provides a good climate for learning, growth and co - ordination
  - c) Helps people identify with organizational goals
  - d) None of the above
3. He is not formally dressed up in the office. He may be casual at work too!". This is an example of \_\_\_\_\_ bias in Performance Appraisal
  - a) Halo effect
  - b) Horn effect
  - c) Central Tendency
  - d) Stereo Typing
4. Which of the following is not an example of transfer?
  - a) Displacement transfer
  - b) Shift transfer
  - c) Versatility transfer
  - d) Remedial transfer
5. A series of processes aimed at assisting the employees make informed career decisions is known as
  - a) career guidance
  - b) mentoring
  - c) career anchoring
  - d) career goals

**B). Define the following. (Each of 1 mark) [05]**

- 1.Job Enlargement
- 2.Job Rotation
- 3.Job Enrichment
- 4.HRM
- 5.Halo Effect

**C). Direct questions. (Each of 1 mark) [05]**

1. Define the term Human Resource Planning
2. what do you mean by career planning?
3. What is the Job analysis?
4. What do you mean by MBO?
- 5.What do you mean by Halo effect?

**Q.2 Answer the following questions.****A). What is Job Design? Explain any three methods of Job Design? [07]****B). What is Promotion? Explain different types of Promotion? [08]****Q.3 Answer the following questions.****A). What is Recruitment? Explain the process of Recruitment. [07]****B). Write a note on Demand Forecasting methods of HRP [08]**

**Q.4** Attempt any two questions. (Each of 7.5 mark)

(15)

1. Define off-the-Job training. Explain any 3 methods of off-the-job Training.
2. Management by objective is not a technique of performance appraisal but it denotes a systematic processes of performance appraisal. - Explain
3. Write a note on: Types of Selection Test.
  - (i) Aptitude tests;
  - (ii) Achievement tests;
  - (iii) Situational tests;
  - (iv) Interest tests; and
  - (v) Personality tests.

**4. Case Study:**

Unique Funds Ltd. Is a reputed finance company having 10 branches in different parts of the country? Its staff includes 290 operative employees and 70 executives. The company has a performance rating plan under which the staff members are rated at the end of each financial year by a committee of two executives by means of graphic scale. The qualities considered are: responsibilities, initiative, dependability, leadership potential, cooperative attitude and community service. After the performance is evaluated, the ratings are discussed with the concerned employees by their immediate boss and are used to counsel them and arrange further training for them. The ratings are also used for granting or withholding of increments and promoting of metritis's staff.

Recently, two employees working at the Head Office have been denied annual increments due to comparatively low ratings. They have made a representation the Chief Executive of the company expressing their dissatisfaction with the appraisal system and insisting that community service is not a part of their job and it should not influence their ratings. The employees seem to organize a union and demand that annual increments should be granted automatically.

The Chief Executives feels that performance appraisal is a dangerous source of friction and it should be discontinued altogether.

Questions:

- (a) If you were the Human Resource Manager, how would you defuse the problem?
- (b) How far do you agree with the Chief Executive's view that performance appraisal should be discontinued?