

**PARUL UNIVERSITY**  
**FACULTY OF MANAGEMENT**  
**MBA Summer 2018 - 19 Examination**

**Semester: 2**  
**Subject Code: 06200154**  
**Subject Name: Human Resource Management**

**Date: 25/04/2019**  
**Time: 10:30 am to 01:00pm**  
**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. Which of the following is not the approach of Job Design :

- |                    |                         |
|--------------------|-------------------------|
| a) Job Enlargement | c) Job Enrichment       |
| b) Job Rotation    | d) Quality of Work life |

2. The scope of HRM does not include:

- |                            |                            |
|----------------------------|----------------------------|
| a) Retirement of employees | c) Training of employees   |
| b) Manpower Planning       | d) Maintenance of accounts |

3. Job Characteristic Model given by Hackman & Oldham is concerned with

- |                   |                      |
|-------------------|----------------------|
| a) Task Variety   | c) Task Significance |
| b) Skill Identity | d) Authority         |

4. \_\_\_\_ is a document that describes the general tasks, or other related duties, and responsibilities of a position.

- |                    |                      |
|--------------------|----------------------|
| a) Job Description | b) Job Design        |
| c) Job Evaluation  | d) Job Specification |

5. HRM leads to:

- |                              |                                 |
|------------------------------|---------------------------------|
| a) Organizational failure    | b) Organizational effectiveness |
| c) Organizational complexity | d) Organizational inefficiency  |

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

**(05)**

1. Define PCN (Parent Country National)
2. What is SHRM?
3. What is Cold Calling?
4. Define Job Enlargement?
5. What do you mean by Grievance?

**C). Direct questions. (Each of 1 mark)**

**(05)**

1. What is Career Management?
2. Write down four types of Off Job Training?
3. Define Piece Rate and Time Rate Compensation System.
4. Define ILO?
5. Write down different kinds of Fringe Benefits?

**Q.2 Answer the following questions.**

**A). Explain the Selection Process in detail.**

**(07)**

**B). Discuss Dispute Settlement Techniques in detail**

**(08)**

**Q.3 Answer the following questions.**

**A). Discuss Audit Method of HR evaluation.**

**(07)**

Abhishek is young brilliant student of MBA from Bharati Vidyapeeth Engineering. He is a hardworking and dedicated person. He got selected for ICIB Bank through campus.

He joins ICIB Bank, but after joining, he got shocked to see the tremendous discrepancy about his package, what was being told to him initially and what he got.

Even there were issues regarding the timing. The manager used to force him for extra work, still he **B).** continued working for the organisation but situation got more worse when Abhishek came to know that, there is no growth for him in the organisation. He then contacted senior HR Manager, but he got cold shoulder from him and Abhishek started thinking that what is the use of his education if it is not paying him appropriately. Finally he got fed up and gave his resignation.

**(08)**

Questions:

- a) What will you advice young Abhishek about his career?
- b) B) What steps management should take to retain young hardworking Abhishek?

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

**(15)**

1. What is Training? Explain different methods and techniques of On-Job- training?
2. Discuss the challenges faced by Managers in handling global workforce. Suggest the essential requisites for a Global Manager.
3. Elaborate and explain the steps taken during Collective Bargaining Procedure.
4. Explain the various sources used for Recruitment.