PARUL UNIVERSITY FACULTY OF COMMERCE B.Com.(Hons) Summer 2018 – 19 Examination

Semester: 6 Subject Code: 16104351 Subject Name: Human Resource Management – Case Studies			Date:08/04/2019 Time:10:30am to 01:00pm Total Marks: 60	
Instructio				
	tions are compulsory.			
2. Figures to the right indicate full marks.				
3. Make suitable assumptions wherever necessary.				
4. Start nev	v question on new page.			
01 Do	as directed.			
•	Itiple choice type questions. (Each of one	mark)		(06)
				(00)
1.	1. The type of reorganization is supervised by the court and focuses on restructuring a			
	company's finances after a bankruptcy.			
	a) Break Down	b) Structural		
	c) Bankruptcy	d) Remedial		
2.	2. The term was firstly used by the Gallup Consulting Firm			
	a) Employee Motivation	b) Employee Welfar		
3	c) Employee Engagement d) Employee Empowerment			
5.	3. In Analysis, the person to be trained and the changes required in the knowledge, skills and aptitudes of an employee are determined.			
	a) Task Analysis	b) Manpower Analy	sis	
	c) Training Analysis	d) Organizational A		
4.	Find the Odd one out.	, - <u>0</u> ,		
	a) Direct Method	b) Internet Reruitme	nt	
	c) Indirect Method	d) Fourth Party Metl	nod	
5.	Searching is the step in the process of Re			
	a) First	b) Third		
<i>.</i>	c) Second	d) Fourth	11 0 1	
6.	A reorganization is typically bad for, w	ho may lose a significant	part or all of their	
	investment.	h) Creditors		
	a) Debtorsc) Customers	b) Creditors d) Managers		
	c) Customers	u) Wanagers		
B) Definitions / One-liners / Terms. (Each of one mark)				(06)
1. Explain Workforce Diversity as a Competitive Advantage.				(00)
	2. State the four types of case study.			
3.				
6.	State the two types of Achievement Tests.			
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Q.2 Numerical / Short Note Questions. (Each of 04 mark)				(12)
 Explain the techniques of Recruitment. Explain in brief the fourth phase in writing a case study. 				
 Explain in brief the fourth phase in writing a case study. Briefly explain the types of culture given by Goffee and Jones. 				
5.	Brieffy explain the types of culture given by C	Jones.		
O.3 Ans	wer the following. (Any Three)			(18)
1. Write a detailed note on the challenges created by Workforce Diversity for Human				
Resource Management.				
2. Explain in detail the concept of training and types of training undertaken in an organization.				
	3. Discuss in detail the Process of Performance appraisal.			
4. Explain Pre-requisites of good recruitment policy.				

Q.4 Answer the following. (Any two)

- 1. Modern Age Solution Co. wants to recruit 250 representatives to work in its call centre office located near a metropolitan city. The call centre works 24 hours divided into three shifts. The minimum qualifications required for the job are a graduate degree, fluency in speaking English, sensitivity to customer needs and willingness to work hard in any shift.
 - (A) Draft a suitable advertisement for the job vacancies.
 - (B) Suggest the suitable sources of recruitment which a company should employ.
 - (C) Recommend a Selection Process the company should adopt.

(D) Should the company use tests for selecting employees? If yes, recommend suitable types of tests.

- 2. Define Employee Engagement. Explain the factors of employee engagement in detail.
- 3. Discuss in detail the essential elements of effective performance appraisal system.