

PARUL UNIVERSITY
FACULTY OF MANAGEMENT
IMT-MBA SUMMER EXAMINATION

Semester: 6
Subject Code: 06200154
Subject Name: Human Resource Management

Date: 18/05/2019
Times: 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.**A).Multiple choice type questions/Fill in the blanks. (Each of 1 mark)****(05)**

1 HRM is.....

- | | |
|---------------------|--|
| a) A Staff function | c) A staff function, A line function and accounting function |
| b) A line function | d) All of the above |

2 ___ is a document that describes the general tasks, or other related duties, and responsibilities of a position

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

3 Objectives of training is

- | | |
|---------------------------|---------------------------------|
| a) Increased morale | c) Favorable reaction to change |
| b) Increased productivity | d) All of the above |

4 Majority of the disputes in industries is (are) related to the problem of

- | | |
|-------------|---------------------|
| a) Wages | c) Benefits |
| b) Salaries | d) All of the above |

5 .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 |

B).Define the following.**(05)**

1. HR Planning
2. Career Management
3. Job Specification
4. Compensation
5. Fringe Benefits

C).Direct questions.**(05)**

1. Define HRM
2. What do you mean by Orientation?
3. What is performance appraisal
4. What is the meaning of trade union?
5. List down off the job training methods

Q.2 Answer the following questions.**A).Define Human Resource Management. Explain various operative functions of HRM.****(07)****B).**“Training and development are productive investment.” Discuss the statement and Describe the advantages offered by training and development.**(08)****Q.3 Answer the following questions.**

“Performance Appraisal should be multifaceted. Supervisors should evaluate their employees,

A). and employees should be able to evaluate their supervisors and Customers should evaluate them all” – Explain. **(07)****B).**Define Industrial Dispute? Explain the method to resolve Industrial Dispute.**(08)**

1. Flipkart has been overtaken by WALMART where in top management has observed that there has been wrong selection of candidates in the organization and the performance of the organization may suffer in future because of the same. You are being hired as a HR consultant, kindly guide the organization on Selection process.

2. Write down the difference between HRM and IHRM

3. Define SHRM. Explain the recent challenges faced by HR Managers/ Department in today's competitive scenario

4. The president has called a meeting to get your feedback on Jack, a department manager. Jack is what some people call "from the old school" of management. He is gruff, bossy, and often shows an "it's my way or the highway" attitude. Jack is about five years from retirement. Jack has a high turnover rate in his department. There have been several complaints on company surveys about him from his department and from outside his department. People have commented on the fact that Jack is "rude" during meetings and doesn't let others contribute. There are times when he has belittled people in meetings and in the hallway. He also talks about his staff "critically" or "negatively" to other managers. But Jack also is a brilliantly talented person who adds a vast amount of needed knowledge and experience to the company. He is extremely dedicated to the company and lets people know this by his arrival each day at 6:30 a.m. and his departure at 6:00 p.m. He has been with the company for 32 years and he reports directly to the president. Jack has gone to the HR department and complained that the people his supervisors hire are not a good fit for the company. The new employees don't listen and they have a poor work ethic. Jack feels that HR should do a better job screening people.

Questions:

1. What suggestions do you have for the president on how to coach Jack and develop a personal improvement plan?

2. What areas would you suggest be first on Jack's improvement plan and How should Jack be coached and by whom? Is it worth the effort, since he might be retiring soon?