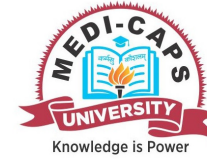


Total No. of Questions: 7

Total No. of Printed Pages: 3

Enrollment No.....



Open Elective

End Sem (Even) Examination May-2018

OE00171 Human Resource Management

Programme: Misc.

Branch/Specialisation: Misc.

Duration: 3 Hrs.

Maximum Marks: 60

Note: All questions are compulsory. Internal choices, if any, are indicated. Answers of Q.1 (MCQs) should be written in full instead of only a, b, c or d.

- Q.1 i. The three important components in aligning business strategy with HR practice: **1**
- (a) Business Strategy, Human Resource Practices, Organisational Capabilities
 - (b) Marketing Strategy, Human Resource Practices, Organisational Capabilities
 - (c) Business Strategy, Human Resource Practices, Organisational structure
 - (d) Marketing Strategy, Human Resource Practices, Organisational structure
- ii. The term used before the language of modern HRM was _____ **1**
- (a) Labour Relations
 - (b) Personnel Management
 - (c) Industrial Management
 - (d) All of these
- iii. Large recruitment _____ problematic and vice-versa **1**
- (a) Less
 - (b) More
 - (c) Any of these
 - (d) None of these
- iv. The following type of recruitment process is said to be a costly affair. **1**
- (a) Internal recruitment
 - (b) External recruitment
 - (c) Cost remains same for both types
 - (d) None of these
- v. Performance development plan is set for the employee by his----- **1**
- (a) Employer
 - (b) Department Head
 - (c) Immediate boss
 - (d) Any of these

P.T.O.

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- vi. The performance of Human Resource Departments is evaluated based on _____. **1**
(a) Measurable evidence of efficiency
(b) Measurable evidence of effectiveness
(c) Anecdotal evidence
(d) Both (a) and (b)
- vii. The _____ programme once installed must be continued on a permanent basis. **1**
(a) Job evaluation (b) Training & Development
(c) Recruitment (d) All of these
- viii. Which of the following is the meaning of 'Golden handshake'? **1**
(a) It is a bribe (b) It is a gift
(c) It is a gratis. (d) It is compensation.
- ix. Find the machinery which is not method of settlement of industrial dispute: **1**
(a) Consultation (b) Works committee
(c) Conciliation (d) Adjudication
- x. Formal communication channels that are used to resolve employee grievances are classified as : **1**
(a) Grievance conciliation (b) Grievance procedure
(c) Grievance arbitration (d) Grievance ratification
- Q.2 i. Define Human Resource Management. **2**
ii. What is the main objective of HRM? **2**
iii. Distinguish between Human Resource Management and Personal Management. **4**
- OR iv. State the structure of Human Resource Management. **4**
- Q.3 i. Name the external recruitment sources. **3**
ii. Enumerate the steps of selection process. **5**
- OR iii. What do you mean by job analysis? What are its uses? **5**
- Q.4 i. Define potential appraisal. **3**
ii. Discuss the basis of promotion. What should be the basis of good promotion Policy? **5**

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- OR iii. Mention the different methods of on the Job Training. **5**
- Q.5 i. Define the word Compensation. **2**
Write short note on any two:
ii. Any two methods of Job Evaluation **3**
iii. Minimum three advantages and limitations of Incentives. **3**
iv. Fringe Benefits **3**
- Q.6 Attempt any two:
i. Explain the concept of collective bargaining and negotiation with an example. **4**
ii. What is Grievance Procedure? What are its merits and demerits? **4**
iii. Explain various aspects of Industrial Discipline. Discuss Principles of Industrial Discipline. **4**
- Q.7 Case Study **10**
Mr. Sharma, The Human Resource Director for classic corporation has come to the conclusion that the firm has not been getting good students from college campuses. The Director was hiring students from college campus because the previous director was hiring fresh pass outs for first level management positions. In his previous organization he was hiring employees at the same position by rigorous interviews by senior position Managers. He is confused now what method to use. He is reviewing the recruitment Practices of the firm in order to ensure that appropriate methods are adopted and they are effectively used. What recommendations you would make to Mr. Sharma to attract and select best candidates for first level management positions?

Marking Scheme
OE00171 Human Resource Management

Q.1	i.	The three important components in aligning business strategy with HR practice:	1				
		(a) Business Strategy, Human Resource Practices, Organisational Capabilities					
	ii.	The term used before the language of modern HRM was _____	1				
		(d) All of these					
	iii.	Large recruitment ____ problematic and vice-versa	1				
		(a) Less					
	iv.	The following type of recruitment process is said to be a costly affair.	1				
		(b) External recruitment					
	v.	Performance development plan is set for the employee by his-----.	1				
		(c) Immediate boss					
	vi.	The performance of Human Resource Departments is evaluated based on _____.	1				
		(d) Both (a) and (b)					
	vii.	The _____ programme once installed must be continued on a permanent basis.	1				
		(b) Training & Development					
	viii.	Which of the following is the meaning of 'Golden handshake'?	1				
		(d) It is compensation.					
	ix.	Find the machinery which is not method of settlement of industrial dispute:	1				
		(b) Works committee					
	x.	Formal communication channels that are used to resolve employee grievances are classified as :	1				
		(b) Grievance procedure					
Q.2	i.	Definition of Human Resource Management.	2				
	ii.	Any two objective of HRM 1 mark each (1 mark * 2)	2				
	iii.	Any four differences Human Resource Management and Personal Management. 1 mark each (1 mark * 4)	4				
OR	iv.	Structure of Human Resource Management.	4				
		Full diagram with explanation					
Q.3	i.	Six external recruitment sources.	3				
		0.5 mark each (0.5 mark * 6)					
	ii.	Steps of selection process. Eight Steps	5				
OR	iii.	Job analysis	5				
		Its uses (any six) 0.5 mark each (0.5 mark *6)	3 marks				
Q.4	i.	Potential appraisal definition	3				
		Example	2 marks				
	ii.	Concept of promotion	5				
		Good promotion Policy	2 marks				
OR	iii.	All the methods of on the Job Training	5				
		Explanation of any two 2 marks each	3 marks				
Q.5	i.	Definition Compensation	2				
		Write short note on any two:					
	ii.	Any two methods of Job Evaluation 1.5 marks each (1.5 marks * 2)	3				
	iii.	Minimum three advantages and limitations of Incentives.	3				
		0.5 mark each (0.5 mark * 6)					
	iv.	Fringe Benefits	3				
		Definition	1 mark				
		Description	2 marks				
Q.6		Attempt any two:					
	i.	Definition	4				
		Reason 0.5 mark each (0.5 mark *4)	2 marks				
	ii.	Grievance Procedure	4				
		Its merits and demerits	2 marks				
		0.5 mark each (0.5 mark *4)					
	iii.	Four aspects of Industrial Discipline	4				
		Four Principles of Industrial Discipline.	2 marks				
Q.7		Case Study	10				
		Give at least five reasons for selecting the recruitment process					
		2 marks for each reason (2 marks * 5)					
