

Name:

Enrolment No:



**UNIVERSITY OF PETROLEUM AND ENERGY STUDIES**

**End-term Examination, May 2019**

**Course: BBA (Auto Marketing)**

**Programme: Human Resource Management**

**Course code: HRES 3001**

**Instructions:**

**Semester: IV**

**Time: 03 hrs.**

**Max. Marks: 100**

**SECTION A**

S. No.	Attempt all of the following, each question carry two marks.		
Q 1	An interview, in which supervisor and subordinate review appraisal, called  a. structured interview b. unstructured interview c. appraisal interview d. hiring interview	2	CO 1
Q 2	Method of keeping and reviewing, record of employees' undesirable behavior at different time intervals is  a. critical incident method b. forced distribution method c. alternation ranking method d. paired comparison method	2	CO 1
Q 3	Aligning and evaluating employee's performance with company's set goals is called  1. appraisal management 2. performance management 3. hierarchy of management 4. off-the-job training	2	CO 1
Q 4	First step in 'appraising process' is  a. defining the job b. training session c. feedback session d. interview sessions	2	CO 1
Q 5	When ratings are collected from supervisors, customers and peers, considered as  a. 350-degree feedback b. 320-degree feedback c. 360-degree feedback	2	CO 1

	d. 380-degree feedback		
Q 6	<p>Manipulation of appraisal rating on basis of 'age' is an example of</p> <p>a. lenient/strict tendency b. bias c. central tendency d. different tendencies</p>	2	CO 1
Q 7	<p>In career planning of employees, strong vocational interest inventory and Lindsey study of values are tests used for</p> <p>a. reality feedback b. self-assessment c. spaced assessment d. massed assessment</p>	2	CO 1
Q 8	<p>_____ refers to the learning opportunities designed to help employees grow.</p> <p>a. Training b. developement c. assessment d. education</p>	2	CO 1
Q 9	<p>The following is vertical expansion of the job</p> <p>a. management by objective (MBO) b. job rotation c. job enrichment d. job bandwidth</p>	2	CO 1
Q 10	<p>Feedback in career planning which focuses how well employees fit in future organizational plan is classified as</p> <p>a. reality feedback b. massed feedback c. spaced feedback d. tactile feedback</p>	2	CO 1
<p><b>SECTION B</b> <b>Attempt any Four</b></p>			
Q 1	What are the five main challenges of global human resource management?	5	CO2
Q 2	What do you mean by job analysis and why is it important?	5	CO3
Q 3	What are the six steps of the selection process in human resource management?	5	CO2

Q 4	Write down the internal and external sources of recruitment.	5	CO3
Q 5	Distinguish between job description and job specification.	5	CO3
<b>SECTION-C</b> <b>Attempt any three</b>			
Q 1	What is a 360 degree performance appraisal? How does 360 degree feedback help organizations?	10	CO4
Q 2	Briefly explain the various types of rating errors in performance appraisal.	10	CO4
Q 3	What is classical conditioning theory? How did Pavlov discover classical conditioning?	10	CO3
Q 4	You are required to hire five sales representatives to your company. Describe appropriate recruitment, selection and induction method you would use.	10	CO2
<b>SECTION-D</b> <b>Attempt all three</b>			
Q 1	“Performance appraisal is not merely for appraisal but is for accomplishment and improvement of performance”. Discuss.	10	CO4
Q 2	Mr. Kishore is a branch manager of Indian Bank at one of its village branches. His staff included two clerks and an attender. Very often Mr. Kishore was left alone in the bank after 5 p.m. to tally accounts, day books and complete all other formalities. On the 30 <sup>th</sup> March 2019 Mr. Kishore was working till past 2 a.m. tallying the accounts since hardly one day is left for closing the account for the year. On this fateful night, the Branch Manager was attacked by a band of robbers, who looted Rs. 20 lakhs after brutally wounding Mr. Kishore’s right hand, which had to be amputated later. After his recovery, the Branch Manager applied for compensation. The Branch Management was of the opinion that Mr. Kishore violated the job specification by working beyond the stipulated hours of work. He, in their views, was not entitled to any compensation as the accident occurred during the non – employment hours. They also called for an explanation as to why the amount lost cannot be recovered from his salary and provident fund.  a) How do you justify the bank’s stand in this case? b) What modification do you suggest in job specification to overcome such incident in future?	10	CO2
Q 3	Imagine you are the managing director of a full service restaurant. One day you receive a complaint letter from a guest reporting s/he was not satisfied with the follow up regarding their criticism of being overcharged in one of your restaurants. a) Why was the complaint made? b) Is there a training need? If yes/no then explain it.	10	CO3

**SET - B**

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**SECTION A**

S. No.	Attempt all of the following, each question carry two marks.		
Q 1	An interview, in which peer to peer review appraisal, called  e. peer appraisal f. supervisor appraisal g. self appraisal h. subordinate appraisal	2	CO 1
Q 2	Performance appraisal done by an employee's manager and often reviewed by a manager one level higher.  e. peer appraisal f. supervisor appraisal g. self appraisal h. subordinate appraisal	2	CO 1
Q 3	Performance appraisal done by the employee being evaluated, generally on an appraisal form completed by the employee prior to the performance review appraisal management  5. peer appraisal 6. supervisor appraisal 7. self appraisal 8. subordinate appraisal	2	CO 1
Q 4	Performance appraisal of a superior by an employee, which is more appropriate for developmental than for administrative purposes defining the job  e. peer appraisal f. supervisor appraisal g. self appraisal h. subordinate appraisal	2	CO 1
Q 5	When ratings are collected from supervisors, customers and peers, considered as  e. 350-degree feedback f. 320-degree feedback	2	CO 1

	<ul style="list-style-type: none"> <li>g. 360-degree feedback</li> <li>h. 380-degree feedback</li> </ul>		
Q 6	<p>Performance-rating error in which all employees are rated about average.</p> <ul style="list-style-type: none"> <li>e. lenient/strict tendency</li> <li>f. bias</li> <li>g. central tendency</li> <li>h. different tendencies</li> </ul>	2	CO 1
Q 7	<p>Performance-rating error in which the appraiser tends to give employees either unusually high or unusually low ratings.</p> <ul style="list-style-type: none"> <li>e. lenient/strict tendency</li> <li>f. central tendency</li> <li>g. halo effect</li> <li>h. recency error</li> </ul>	2	CO 1
Q 8	<p>Performance-rating error in which all employees are rated on the basis of one characteristic</p> <ul style="list-style-type: none"> <li>e. central tendency</li> <li>f. halo effect</li> <li>g. recency error</li> <li>h. Leniency/Strictness Error</li> </ul>	2	CO 1
Q 9	<p>The following is horizontal expansion of the job</p> <ul style="list-style-type: none"> <li>e. management by objective (MBO)</li> <li>f. job rotation</li> <li>g. job enrichment</li> <li>h. job enlargement</li> </ul>	2	CO 1
Q 10	<p>Feedback in career planning which focuses how well employees fit in future organizational plan is classified as</p> <ul style="list-style-type: none"> <li>e. reality feedback</li> <li>f. massed feedback</li> <li>g. spaced feedback</li> <li>h. tactile feedback</li> </ul>	2	CO 1
<p><b>SECTION B</b> <b>Attempt any Four</b></p>			
Q 1	What are the five functions of global human resource management?	5	CO2
Q 2	What are the relative advantages of interview and questionnaire method in collection of data for job analysis?	5	CO3

Q 3	What are the steps of the e-recruitment process in human resource management?	5	CO2
Q 4	What are the modern sources of recruitment?	5	CO3
Q 5	Distinguish between job design and job evaluation.	5	CO3
<b>SECTION-C</b> <b>Attempt any three</b>			
Q 1	Briefly explain the trait and behavioral methods of performance appraisal.	10	CO4
Q 2	Briefly explain the model of the training process given by Goldstein.	10	CO4
Q 3	Discuss the merits and demerits of graphic rating scale and paired comparison method of performance appraisal?	10	CO3
Q 4	An individual hired for a position finds out that the work he was asked to do was not the work he was hired to do. Is it possible? Discuss	10	CO2
<b>SECTION-D</b> <b>Attempt all three</b>			
Q 1	“Performance appraisal is not merely for appraisal but is for accomplishment and improvement of performance”. Discuss.	10	CO4
Q 2	Mr. Kishore is a branch manager of Indian Bank at one of its village branches. His staff included two clerks and an attender. Very often Mr. Kishore was left alone in the bank after 5 p.m. to tally accounts, day bools and complete all other formalities. On the 30 <sup>th</sup> March 2019 Mr. Kishore was working till past 2 a.m. tallying the accounts since hardly one day is left for closing the account for the year. On this fateful night, the Branch Manager was attacked by a band of robbers, who looted Rs. 20 lakhs after brutally wounding Mr. Kishore’s right hand, which had to be amputated later. After his recovery, the Branch Manager applied for compensation. The Branch Management was of the opinion that Mr. Kishore violated the job specification by working beyond the stipulated hours of work. He, in their views, was not entitled to any compensation as the accident occurred during the non – employment hours. They also called for an explanation as to why the amount lost cannot be recovered from his salary and provident fund.  c) How do you justify the bank’s stand in this case? d) What modification do you suggest in job specification to overcome such incident in future?	10	CO2
Q 3	Imagine you are the managing director of a full service restaurant. One day you receive a complaint letter from a guest reporting s/he was not satisfied with the follow up regarding their criticism of being overcharged in one of your restaurants. c) Why was the complaint made? d) Is there a training need? If yes/no then explain it.	10	CO3