

Name:
Enrolment No:



UNIVERSITY OF PETROLEUM AND ENERGY STUDIES
End Semester Examination, May 2020

Course: Human Resource Management
Program: BBA (FAS)
Course code: HRES 3001

Semester: VI
Time: 03 Hours
Max. Marks: 100

Instructions:

Attempt All 6 questions in **Section A** (each carrying 5 marks); **Five Questions** from **Section B** (each carrying 10 marks); **Section C** is Compulsory (carrying 20 marks)

SECTION A - Multiple Choice (Attempt All)

| | | Marks | CO |
|----|---|-------|-----|
| Q1 | What is not a sub process of Human Resource Management? a. Training b. Business Strategy c. Compensation Management d. Performance Management | [5] | CO1 |
| Q2 | Job Evaluation is used for : a. Finding right skills persons for open positions b. Arriving at a Job Description c. Finding out the Worth of a Job in monetary terms d. None of the above | [5] | CO1 |
| Q3 | The terms OJT stands for : a. Online Job Trust b. Off Job Trainer c. On Job Trainer d. On Job Training | [5] | CO3 |
| Q4 | What does A stand for in SMART Goals? a. Actual b. Artificial c. Attainable d. Altruistic | [5] | CO4 |
| Q5 | Succession Planning is done for : a. All positions in the Company b. Positions in HR department only c. Critical Positions only d. Marketing Department positions only | [5] | CO3 |

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|---|---|------|-----|
| Q6. | Competency Mapping integrates with : a. Recruitment only b. Training Only c. Compensation planning Only d. All of the Above | [5] | CO3 |
| SECTION B – Short Answers (Attempt All Five) | | | |
| Q7 | Explain briefly the Concept of Reliability and Validity of Selection tools with some appropriate examples. | [10] | CO3 |
| Q8 | Explain briefly the four stages of Training Process. | [10] | CO1 |
| Q9 | Explain in Brief the external and internal factors, which affect the Wage Mix for employees in an organization. | [10] | CO2 |
| Q10 | What are the various errors, which can lead to ineffective performance appraisals, and what steps should be taken by HR to counter them? | [10] | CO4 |
| Q11 | Write a Short Notes on Any Two of the following : a. Employee Mobility b. Knowledge Management c. HR Outsourcing | [10] | CO3 |
| SECTION-C – Case Study | | | |
| | <p>Ramesh Kulkarni is CEO of Tech Soft and he is taking an HR Team Review with Suresh Taneja, the HR Head of Tech Soft. Ramesh remarks “ I am absolutely not happy with the way HR is functioning in our Company” . When was the last report which you gave me Suresh on overall HR team performance? We spend so much on Training and I am not clear what value we are getting out of the same.”</p> <p>Ramesh carries on and says “The pay revision cycle is delayed again as the appraisals have not been completed in time. Can I know why Suresh? What about the employer branding efforts? I told you that we need to recruit the best talent only form IIMs and IITs to fill our open positions and even that is not happening. I need talented people to take TechSoft to the next level, do you understand?” There is a brief silence and Suresh replies “Sir our team is working on all these issues and would come back with a plan in a week to address the concerns mentioned by you.”</p> <p>Ramesh shouts at the top of his voice “I want results Mr. Suresh and not just plans. I am not clear what value, you and your team members are adding. Should I outsource the entire HR function? This is not done. You need to pull up your socks Suresh or else I will have to look for some other alternatives.”</p> <p>Tense after the meeting Suresh decides to take stock of things with his team members and plans to meet Ramesh in a couple of days.</p> | | |
| Q12 | Based on the Case prepare an Agenda for meeting between Suresh and his team members | [5] | CO3 |
| Q13 | Highlight the Key issues in two categories - 1. Obvious 2. Hidden or Subtle | [5] | CO4 |
| Q14 | Prepare an action plan on behalf of Suresh, which he should present to Ramesh after two days. | [10] | CO3 |