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UNIVERSITY OF PETROLEUM AND ENERGY STUDIES

End Semester Examination, April 2018

Program: BBA FSM

Subject (Course): Human Resource Management

Course Code : HRES3001

No. of page/s: 2

Semester – VI

Max. Marks : 100

Duration : 3 Hrs

SECTION A

20 marks

1. *Write short notes on the following:*

4 x 2 marks = 8

- (i) Talent Management
- (ii) Expatriation
- (iii) Compensation
- (iv) Labour welfare

2. *Differentiate between the following:*

4 x 3 marks = 12

- (i) Recruitment vs. Selection
- (ii) Performance Management vs. Performance Appraisal
- (iii) Internal Mobility vs. succession planning
- (iv) Job Description vs. job specification

SECTION B

4 x 5 marks = 20

Note: Attempt any four.

- 3. Explain the changing role of Human Resource Management. Discuss the challenges associated in the Human Resource Management in current business scenario.
- 4. What are various sources of global recruitment? Explain the factors affecting global HRM.
- 5. Why succession planning is important for an organization? What are various reasons of succession planning?
- 6. Differentiate between HRM and SHRM. What are the key benefits of SHRM?
- 7. What do you understand by worker's participation in management? What is its significance in an organization?

SECTION C

2 x 15 marks = 30

8. Describe in detail the Performance Appraisal Process. Discuss the various modern methods of Performance Appraisal. Which one is the best method in your opinion and why?
9. Suppose you are going to design a training program for newly hired first-line sales managers. Results from the needs assessment indicate that they will need training on company policies and procedures, handling customer complaints, and motivating sales personnel.
 - (i) What learning principles will you build into the program?
 - (ii) What training methods would you choose? Explain your Choices.

SECTION D

30 Marks

10. Ms. Kapur, recruiting supervisor for Overseas Manufacturing Company in Salt Lake City, Utah, had been promoted to her position after several years as a group leader in the production department. One of Kapur's first assignments was to recruit two software design engineers for international. After considering various recruitment alternatives, Kapur placed the following Ad in a local newspaper with a circulation in excess of 1,000,000:

EMPLOYMENT OPPORTUNITY

FOR SOFTWARE DESIGN ENGINEERS

2 positions available for software design engineers desiring career in growth industry.

Prefer recent college graduates with good appearance.

Apply Today! Send your resume, in confidence, to:

S.P. Saxena

Overseas Manufacturing Company. P.O. Box 1318

Salt lake City, UT 654119

More than 300 Applications arrived in the first week, and Kapur was elated. When she reviewed the applicants, however, it appeared that only few people possessed the desired qualifications for the job.

Questions

- (i) Kapur overlooked some of the proper recruiting practices, which resulted in an excessive number of unqualified people applying. What are they?
- (ii) Identifying the hiring standards that should be avoided in the advertisement.
- (iii) Design an appropriate advertisement for the profile.