

Name:	 <b>UPES</b> UNIVERSITY WITH A PURPOSE
Enrolment No:	

**UNIVERSITY OF PETROLEUM AND ENERGY STUDIES**  
**End Semester Examination, December 2019**

**Course: Human Resource Management**

**Semester: III**

**Program: B. Com. (BMI)**

**Time: 03 Hours**

**Course code: HRES3001**

**Max. Marks: 100**

**Instructions:** Section 'A' is for 20 marks. In section 'A', attempt all statements in question 1 as instructed, each statement carries 2 mark. Section 'B' is for 20 marks. In section 'B', attempt all (four) questions each question carries 5 marks. Section 'C' is for 30 marks. In section 'C', attempt all (three) questions each question carries 10 marks. Section 'D' is for 30 marks. In section 'D', attempt all questions each question carries 15 marks.

**SECTION A**

**( 20 Marks)**

Q1	<p><b>Are the following states True (T) or False (F):</b></p> <ol style="list-style-type: none"> <li>1. 'Staffing Tables' is a method of forecasting internal labor supply.</li> <li>2. In job specification, the pay package offered is Rs 45000 – 2000 – 60000. In this Rs 2000 relates to bonus that you will get.</li> <li>3. Graphology (as it related to earlier method of selection) relates to handwriting.</li> <li>4. Management Inventory and Skill Inventorying are the same thing</li> <li>5. HRIS stands for Human Resource Individual Skills</li> </ol> <p><b>Fill in the blanks.</b></p> <ol style="list-style-type: none"> <li>6. Strategic HRM is concerned with the relation of HRM and .....</li> <li>7. .... refers to all the plans that provide extra pay for extra performance in addition to regular wages for a job.</li> <li>8. A group of positions that have similar duties tasks and responsibilities is called .....</li> <li>9. .... and .... can be derived from Job Analysis.</li> <li>10. HRP stands for .....</li> </ol>	<p><b>CO1</b> <b>20</b></p>
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**SECTION B**

**( 20 Marks)**

Q2	Distinguish Between: Minimum Wages, Living Wages and Fair Wages.	<p><b>CO2</b> <b>5</b></p>
Q3	What is the difference between Recruitment and Selection?	<p><b>CO2</b> <b>5</b></p>
Q4	Induction and orientation are not same.	<p><b>CO2</b> <b>5</b></p>
Q5	Define the following: Resignation Transfer	<p><b>CO2</b> <b>5</b></p>

**SECTION-C**

**( 30 Marks)**

Q6	Define Training. Enlist two training techniques.	<p><b>CO3</b> <b>10</b></p>
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	Enlist two training methods.	
Q7	Define Human Resources Management. Mention Scope of Human Resource Management	<b>CO3 10</b>
Q8	Define Promotion. Enlist various types of Promotion existing in the organizations.	<b>CO3 10</b>

**SECTION-D ( 30 Marks)**

Background: Rajesh is a supervisor in a commercial tool room in the machining section of Priyanka Industries Ltd. for the past seven years. He is a diploma holder in Mechanical Engg., joined as an apprentice trainee and has grown to be a supervisor. During all these years in the company, he had no occasion to attend any supervisory development program and his concentration has been only on the technical aspects of his job. The present works manager has seen Rajesh grow from apprentice to supervisor and yet to reconcile with the change of responsibilities and designation of Rajesh.

Case Situation: On a particular day Rajesh had prepared schedule for the day for all the machines and on the jig-boring machine, the top priority was for a job from HAL. When Rajesh came for his round, he was surprised to see that the operator had loaded some other job then the job from HAL on the jig-boring machine. At this Rajesh was annoyed and the following conversation took place:

Supervisor to Operator: Please take up this HAL job immediately. It is a top priority.

Operator: Work Manager (WM) has given me another job. Only after finishing this, I can take up HAL job.

Supervisor: I do not want to hear all that. WM has told me that anything else has to be stopped and the HAL job has to be taken up first.

Operator: Agreed---- when you say a job is urgent I always take it up immediately. But, what have you done about my increment which has been due for three months?

Supervisor: These things----- I am not answerable. The management is responsible. However, you are not the only person with such a grievance, there are many more, I am helpless. I suggest you go and sort it out with the WM.

Operator: Being supervisor it is your duty to sort out my problems, as I report to you.

Supervisor: Do not tell me my job. I am not interested and as I have told you, you may sort out your problem with the WM and now I do not care whether you take up this HAL job or not. I will simply report to higher authorities about your misconduct. Let them do what they want. Do not come back to me crying again.

Q9	Recommend a managerial action plan to check the present situation.	<b>CO4 15</b>
Q10	Recommend a managerial action plan to prevent such an episode in the future.	<b>CO4 15</b>