



Plot No. 2, Knowledge Park-III, Greater Noida (U.P.) –201306

**POST GRADUATE DIPLOMA IN MANAGEMENT (2019-21)
END TERM EXAMINATION (TERM -III)**

Subject Name: Human Resource Management

Time: **02.30 hrs**

Sub. Code: PG 17

Max Marks: **60**

Note:

- 1. Writing anything except Roll Number on question paper will be deemed as an act of indulging in unfair means and action shall be taken as per rules.**
- 2. All questions are compulsory in Section A & C. Section A carries 10 questions of 2 marks each, Section B carries 5 questions of 04 marks each and Section C carries 1 Case Study of 20 marks.**

SECTION - A

Attempt all multiple choice questions. All questions are compulsory.

02×10 = 20

Marks

Q. 1 (A): _____ is an evaluation of how well an employee is doing a job

- Exit interview
- Orientation
- Job description
- Performance appraisal

(Ans:d)

Q. 1 (B): A layoff is an example of _____ separation

- Active
- Passive
- Involuntary
- Voluntary

(Ans:c)

Q. 1 (C): Which process is done first?

- Induction
- Recruitment
- Man power planning
- Selection

(Ans:c)

Q. 1 (D): Introducing a new employee to the organisation is

- Selection
- Induction
- Recruiting
- Training

(Ans:b)

Q. 1 (E): Which is usually NOT included in a job analysis?

- Salary
- Job duties
- Qualifications
- Conditions

(Ans:a)

Q. 1 (F): Which of these is NOT a performance appraisal method?

- Alternation ranking method
- Forced distribution method

- c. Factor comparison method
- d. Behaviourally anchored rating scale

(Ans:c)

Q. 1 (G): The process of providing opportunities for workers to acquire employment-related skills and knowledge

- a. Appraisal
- b. Hiring
- c. Acquisition
- d. Training

(Ans:d)

Q. 1 (H): When a company hires out part of their business to another a company is called

- a. Insourcing
- b. Off-shoring
- c. Outsourcing
- d. Reshoring

(Ans:c)

Q. 1 (I): _____ is a process that aims at rejecting unsuitable candidates.

- a. Job Training
- b. Job Evaluation
- c. Selection
- d. Recruitment

(Ans:c)

Q. 1 (J): HRP is _____

- a. Human Resource Planning
- b. Human Resource Performance
- c. Human Recruitment Planning
- d. Human Resource Protection

(Ans:a)

SECTION– B

Attempt any five out of six questions (Practical Approach)

04×05 = 20 Marks

Q. 2: You work as a Talent Acquisition Manager for Orion Infotech Pvt Ltd. and you have been asked to hire the best talent. What innovative techniques of talent acquisition you will use to ensure the best fit employees?

Q. 3: Suggest a performance appraisal plan which shall address the following requirements:

- Should give a wider choice to the appraiser while evaluating the employee
- Should take feedback of all parties in contact with the employee
- Consider critical behavior of an employee to differentiate effective and non-effective performance on the job

Q. 4: You are the training manager of a large public sector bank and you have organized a two day workshop to train people from across the country on the Core Banking software used by the company. Design a training program for the two day workshop so as to ensure a seamless execution of the programme.

Q. 5: Suppose you manage a small business with 30 employees. You discover that some employees are motivated by money, while others are motivated by security. Suggest financial and non financial incentives you would use in the compensation plan.

Q. 6: Which training techniques do you recommend for each of the following occupations? Why?

(1) A Welder (2) Office Assistant

Q. 7: Suppose HR planner estimates that because of several technological innovations your company will need 25% fewer employees in 3 years. What actions would you take today?

SECTION - C

Read the case and answer the questions

10×02 = 20 Marks

Q. 8: Case Study: A Multinational Company specialized in food processing has been operating in India for about 3 decades. The Company has recently decided to expand its production. It was decided to shift the factory to a new location about 20 kms. away from its present site. As the workers transferred to the new site were living in town, the union demanded an increase of Rs. 60/- per month in the salary, but the Company offered to give Rs. 25/- only to cover the transport cost. When the plant was being shifted to the new site, negotiations went on uninterrupted between the Management and the Union on this issue. However both the parties could not come to a settlement even after 6 months.

The Management was firm on their decision even though the union indicated some flexibility. The Union refused to compromise fully on the issue. They adopted go-slow tactics to pressurize the Management. The production went down drastically, but still the Management was firm on their stand. In the meanwhile the Management charge-sheeted some of the Trade Union leaders and suspended them pending enquiry.

Question

Q8(A): Analyze the case given above and elucidate the problem and causes (10 marks)

Q8(B): What are the various settlement machineries that can be used by the conflicting parties as per Industrial Dispute Act (10 Marks)

Question Number	CLO
1, 3	1
5	2
2,4	3
8	4
6,7	5

Note: Font: Times New Roman, Font size: 12.