



# GL BAJAJ

Institute of Management & Research

Approved by A.I.C.T.E., Ministry of HRD, Govt. of India

Roll No.....

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

## POST GRADUATE DIPLOMA IN MANAGEMENT (2020-22) END TERM EXAMINATION (TERM -III)

Subject Name: **Human Resource Management**

Time: **02.30 hrs**

Sub. Code: **PG17**

Max Marks: **60**

**Note:**

**1. All questions are compulsory. Section A carries 10 marks: 5 questions of 2 marks each, Section B carries 30 marks having 3 questions (with internal choice question in each) of 10 marks each and Section C carries 20 marks one Case Study having 2 questions of 10 marks each.**

### SECTION - A

Attempt all questions. All questions are compulsory.

**2× 5 = 10 Marks**

**Q. 1 (A):** Give examples of how HR management concepts and techniques can be of use to all managers, irrespective of function/department.

**Q. 1 (B):** Explain the different recruitment challenges faced by employers today. Give a few suggestions as to how to overcome them.

**Q. 1 (C):** What is the purpose of floating VRS by an organization for its employees?

**Q. 1 (D):** “Employee separation could be voluntary or non-voluntary.” With reference to the context explain five forms of employee separation.

**Q. 1 (E):** “Exit interviews could be a wastage of time if undertaken as a ritualistic activity.” Comment

**(Entire question Q1 correspond to CO2)**

### SECTION - B

Attempt any five out of six questions

**03× 10 = 30 Marks**

**Q. 2: A.** Design a process for promoting internal candidates. How does the process differ from the one used for selecting external applicants for that position? **(CO3)**

**Or**

**Q. 2: B.** Write Job description and job specification for the post of receptionist in a hospital. How does the recruitment and selection process for the receptionist will differ from that for a teacher? **(CO3)**

**Q. 3: A.** Raj is a new recruit in the production unit of a large manufacturing company. He is required to operate expensive equipment and machines. Therefore, he needs to first make himself comfortable with the various machines and their working. What is the method that the organization has to adopt to train him? Why this method should be adopted? How is this method different from other training methods? **(CO4)**

Or

**Q. 3: B.** Explain any five methods to undertake employee performance appraisals. Also explain the different basis for promoting employee with advantages and limitations of each. (CO4)

**Q. 4: A.** What do you understand by HRM environment? Outline the political-legal, economic, cultural and technological factors in the environment and its impact on HR function. (CO1)

Or

**Q. 4: B.** What are the contemporary issues faced by human resource managers? How information system can be embedded in the human resource systems? (CO1)

### SECTION - C

Read the case and answer the questions

10×02 = 20 Marks

**Q. 5:** Case Study: (CO5)

#### Revamping the Supply Chain - The Ashok Leyland Way

##### **Introduction**

Harsha and Franklin are postgraduates in management under different streams from same B-School. Both of them are close to each other from the college days itself and same friendship is continuing in the organization too as they are placed in the same company, Hy-tech technology solutions. Harsha placed in HR department as employee counselor and Franklin in finance department as key finance executive. As per the grade is concerned both are at same level but when responsibility is concerned Franklin is holding more responsibility being in core finance. By nature, Harsha is friendly in nature and ready to help the needy. Franklin is silent in nature ready to help if approached personally and always a bit egoistic in nature. They have successfully completed 4 years in the organization. And management is very much satisfied with both of them as they are equally talented and constant performers. Harsha felt that now a day's Franklin is not like as he used to be in past. She noticed some behavioral changes with him. During general conversations she feels that Franklin is taunting her that she is famous among the employees in the organization in the other hand he is not even recognized by fellow employees.

One morning, Mr. Mehta General Manager Hi-tech technology solutions shocked while go through the mail received from Franklin about his resignation. Mr. Mehta called Harsha immediately and discussed about the same as she is close to Franklin. By hearing the news Harsha got stunned and said that she does not know this before she also revealed here current experience with him. Mr. Mehta who doesn't want to lose both of them promised her that he will handle this and he won't allow Franklin to resign.

In the afternoon Mr. Metha took Franklin to Canteen to make him comfortable after some general discussion he starts on the issue. Franklin, after some hesitations opened his thinking in front of Mr. Mehta. The problem of Franklin is 1) when he comes alone to canteen the people from other don't even recognize him but if he accompanied by Harsha he get well treated by others. 2) one day Both of them entered the company together the security in the gate wished them but the next day when he came alone the same security did not do so. 3) Even in meetings held in the office the points raised by Harsha will get more value so many a times he keeps silent in the meeting. It happens to Franklin that he has to face such degradation in each day of work, which totally disturbs him. Franklin also questioned that " Harsha and myself have same qualification, from same institute, passed out in the same year both with first class. We have same number of experiences in this organization. More over the responsibilities with me are more valuable than that of Harsha. After

all these things if I am been ignored or unrecognized by the fellow employees my ego does not allow me to continue here.

By listening this statement Mr.Metha felt that it is not going to be very difficult to stop his resignation. Mr. Mehta explained Franklin the reasons for such partial behavior of the employees. After listening to Mr. Mehta Franklin said sorry for his reaction and ready to take back his resignation. And he called Harsha and spoke with like before.

**Questions:**

**Q 5 (A):** Analyze the key problems in the given situation. Also give a reasonable tile to the case with reason. (CO5)

**Q5 (B):** Find the reason that Mr. Mehta would have given to Franklin. Also suggest a suitable solution to solve the problem. (CO5)

**Mapping of Questions with Course Learning Outcome**

<b>Question Number</b>	<b>COs</b>	<b>Marks Allocated</b>
Q. 1:	<b>CO2</b>	<b>10 marks</b>
Q. 2:	<b>CO3</b>	<b>10 marks</b>
Q. 3:	<b>CO4</b>	<b>10 marks</b>
Q. 4:	<b>CO1</b>	<b>10 marks</b>
Q. 5:	<b>CO5</b>	<b>20 marks</b>

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