



Plot No. 2, Knowledge Park-III, Greater Noida (U.P.) –201306
POST GRADUATE DIPLOMA IN MANAGEMENT (2021-23)
END TERM EXAMINATION (TERM -II)

Subject Name: **Human Resource Management**

Time: **02.30 hrs**

Sub. Code: **PG21**

Max Marks: **40**

Note:

1. All questions are compulsory. Section A carries 5 marks: 5 questions of 1 marks each, Section B carries 21 marks having 3 questions (with internal choice question in each) of 7 marks each and Section C carries 14 marks one Case Study having 2 questions of 7 marks each.

SECTION - A

Attempt all questions. All questions are compulsory.

1 × 5 = 5 Marks

Q. 1 (A): “Flexible work Arrangement enhances employee’s productivity”. Discuss with justification.

Q. 1 (B): As a HR manager you have been asked by your organization to organize a management development programme. What steps will you take to make it successful?

Q. 1 (C): How will you develop a test programme? What precaution you will use while taking tests in a selection procedure?

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): “Human resource management is a proactive approach and personnel management is a relative approach to perform the same set of function related to managing human resource”- Do you agree with this statement? Justify.

(Entire question Q1 correspond to CO2)

SECTION - B

Attempt any five out of six questions

03 × 7 = 21 Marks

Q. 2: (A). “Defective Human Resource planning can defeat the organizational strategy”. Please write critical analysis with special emphasis on training techniques. **(CO3)**

Or

Q. 2: (B). Traditionally HR department has been termed as Cost Centre. Strategically it is a Profit Centre- Justify and prove it with various examples and cases **(CO3)**

Q. 3: (A). Rajat Sharma has been employed for six months in the accounts section of a large manufacturing company in Faridabad. A formal investigation to monitor and determine the contributions of each employee in the accounts section and check whether they meet standards.

After the investigation it was found that all employees in the accounts section were meeting the targets that were set. Rajat, an employee in the account section was an exception to the performance displayed by his colleagues along with numerous errors, Rajat’s work is characterized by low performance; often he does 20 percent less than the other clerks in the department. **If you find Rajat has been inadequately trained, how do you go about introducing a remedial training program?** **(CO4)**

Or

Q. 3: (B). XYZ pvt. ltd. growing at a fast pace wanted to drive employee individual performance cohesively towards shared business objectives in order to further improve company performance.

However, there wasn't a mechanism in place to review the future demands of the business and to translate that down into meaningful objectives for each employee. As the HR head what support, direction or activities you would suggest to the company? (CO4).

Q. 4: (A). Sheri is a lawyer who operates as a sole practitioner. Despite her busy schedule, in the past, Sheri found time for her family. This year Sheri took on two new important clients, and she hired a personal assistant to help her manage her schedule and make timely court filings. Occasionally, Sheri asked her assistant to assist her with personal tasks such as having the car serviced or buying groceries.

Do you think that Sheri should treat her assistant's entire salary as a business expense? Would your answer be any different if personal assistants commonly perform these tasks for busy attorneys? (CO1)

Or

Q. 4: (B). The world-renowned British theoretical physicist Stephen Hawking, known for his contributions to the fields of cosmology, general relativity and quantum gravity especially in the context of black holes, says that "Artificial Intelligence will never kill human brain". Taking a cue from Mr. Hawking's comment, can you say that human beings can never be replaced by artificial intelligence and robots in the workplaces? Substantiate your point of view on this issue. (CO1)

SECTION - C

Read the case and answer the questions

02×07 = 14 Marks

Q. 5: Case Study: (CO5)

Ranjana and Anuj both work for a software development company. The manager of the new product division was originally the leader of the project team for which she interviewed and hired Anuj. Ranjana, another project team member, also interviewed Anuj, but strongly opposed hiring him for the project because she thought he was not competent to do the job.

Seven months after Anuj was hired, the manager left the project to start her own company and recommended that Anuj and Ranjana serve as joint project leaders. Ranjana agreed reluctantly? With the stipulation that it be made clear she was not working for Anuj. The General Manager consented; Ranjana and Anuj were to share the project leadership.

Within a month Ranjana was angry because Anuj was representing himself to others as the leader of the entire project and giving the impression that Ranjana was working for him. Now Ranjana and Anuj are meeting with you to see if you can resolve the conflict between them.

Ranjana says: "Right after the joint leadership arrangement was reached with the General Manager, Anuj called a meeting of the project team without even consulting me about the time or content. He just told me when it was being held and said I should be there. At the meeting, Anuj reviewed everyone's duties line by line, including mine, treating me as just another team member working for him. He sends out letters and signs himself as project director, which obviously implies to others that I am working for him."

Anuj says: "Ranjana is all hung up with feelings of power and titles. Just because I sign myself, as project director doesn't mean she is working for me. I don't see anything to get excited about. What difference does it make? She is too sensitive about everything. I call a meeting and right away she thinks I'm trying to run everything. Ranjana has other things to do? Other projects to run? So she doesn't pay too much attention to this one. She mostly lets things slide. But when I take the initiative to set up a meeting, she starts jumping up and down about how I am trying to make her work for me."

Questions:

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

Q5(B): Given all the benefits of retrospection, what could or should have been done to avoid this conflict in the first place? (CO5)

Mapping of Questions with Course Learning Outcome

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

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