



Roll No.....

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

**POST GRADUATE DIPLOMA IN MANAGEMENT (2023-24)
END TERM EXAMINATION (TERM -IV)**

Subject Name: **HR Metrics and Analytics**
Sub. Code: **PGH43**

Time:**02.00 hrs**
Max Marks: **40**

Note:

All questions are compulsory. Section A carries 5 marks: 5 questions of 1 mark 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.

Kindly write the all the course outcomes as per your TLEP in the box given below:

CO1-Understand and employ appropriate software to record, maintain, retrieve and analyze human resources information (e.g., staffing, skills, performance ratings and compensation information).
CO2- Identify and analyze appropriate internal and external human resource metrics, benchmarks, and indicators
CO3-Operate relational data bases and make recommendations regarding the appropriate HRIS to meet organization’s human resource needs.
CO4-Prepare and appropriately represent an analysis of workforce and talent data to identify trends and other actionable performance information
CO5-Measure the effectiveness of HR processes and interventions and help transform the HR function from service provider to business enabler

<u>SECTION - A</u>		
Attempt all questions. All questions are compulsory.		1×5 = 5 Marks
Questions	CO	Bloom’s Level
Q. 1: (A). Determine the utility of analytics in HR department Q. 1: (B). Define LAMP Framework Q. 1: (C). Write a short note on evolution of HR Analytics Q. 1: (D). What are the current approaches to measure HR Q. 1: (E). Briefly mention the types of HR Analytics (Entire Sec A to be assigned one CO.)	CO1	(L-1 & L-2)
<u>SECTION – B</u>		
All questions are compulsory (Each question have an internal choice. Attempt any one (either A or B) from the internal choice)		7 x 3 = 21 Marks
Questions	CO	Bloom’s Level

<p>Q. 2: (A). Design a questionnaire to measure Happiness quotient among the employees in an organization</p> <p style="text-align: center;">Or</p> <p>Q. 2: (B). Can you describe the process of data collection and validation in HR analytics? What steps should an organization take to ensure data accuracy and reliability?</p> <p>Q. 3: (A). What are some of the common challenges organizations face when implementing HR metrics and analytics programs, and how can these challenges be overcome?</p> <p style="text-align: center;">Or</p> <p>Q. 3: (B). Describe the concept of benchmarking in HR analytics. Why is it important, and how can organizations effectively benchmark their HR performance against industry standards?</p> <p>Q. 4: (A). What is the HR Balanced Scorecard, and how can it help organizations improve their human resource management processes?</p> <p style="text-align: center;">Or</p> <p>Q. 4: (B). ABC Corporation, a tech company, implemented a new customer support system. After six months, they examined key performance metrics. Customer satisfaction had risen by 15%, but response time had increased by 30%. What does this caselet reveal about the impact of the new customer support system, and what steps might ABC Corporation consider taking based on these performance metrics?</p>	<p>CO 2</p> <p>CO3</p> <p>CO 4</p>	<p>(L3 &L5)</p> <p>(L2&L4)</p> <p>(L1 &L6)</p>
<u>SECTION - C</u>		
Read the case and answer the questions	7×02 = 14 Marks	
Questions	CO	Bloom's Level
<p>Q. 5: Case Study: XYZ Corp, a growing tech startup, decided to revamp its compensation and employee benefits package to attract top talent. However, the new strategy led to some unintended consequences.</p> <p>Mistake 1: One-Size-Fits-All Approach The company introduced a uniform salary structure and benefits package for all employees, from entry-level to senior management. This approach failed to consider differing skill sets and experience levels within the organization.</p> <p>Mistake 2: Ignoring Employee Preferences Company neglected to survey employees to understand their benefit preferences. While some employees valued flexible work hours, others preferred health and wellness benefits, resulting in dissatisfaction among the workforce.</p> <p>Questions:</p> <p>Q. 5: (A). What can company do to rectify the one-size-fits-all approach in its compensation design to better match employee skills and experience levels?</p> <p>Q. 5:(B). How can company gather and use employee feedback to create a benefits package that caters to individual preferences?</p>	<p>CO5</p>	<p>L3 & L6</p>

Kindly fill the total marks allocated to each CO's in the table below:

COs	Marks Allocated
CO1	5 Marks
CO2	7 Marks
CO3	7Marks
CO4	7 Marks
CO5	14 Marks

(Please ensure the conformity of the CO wise marks allocation as per your TLEP.)

Blooms Taxonomy Levels given below for your ready reference:

L1= Remembering

L2= Understanding

L3= Apply

L4= Analyze

L5= Evaluate

L6= Create