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

**POST GRADUATE DIPLOMA IN MANAGEMENT (2023-25)
END TERM EXAMINATION (TERM -II)**

Subject Name: **Human Resource Management**
Sub. Code: **PG21**

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

Note:

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.

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

- CO1**-Understand the Role and Relevance of Human Resource Management (HRM) and contemporary HR Trends in business
- CO2**-Apply the concepts of human resource planning and talent acquisition for effective human capital management
- CO3**-Analyze the process and methods of training to enhance employee motivation and performance
- CO4**-Evaluate the factors affecting performance and compensation for cost-effective productivity of workforce.
- CO5**-Understand the concepts of employer-employee relations for proper functioning of the organization.

SECTION - A

Attempt all questions. All questions are compulsory.

1×5 = 5 Marks

Questions	CO	Bloom's Level
Q. 1: (A). Differentiate between HRM and PM Q. 1: (B). Write a short note on Recruitment Q. 1: (C). Differentiate between Job Enlargement and Job Enrichment Q. 1: (D). Write a short note on Job description. Q. 1: (E). Write a short note on HRP	CO1	L2

SECTION – B

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). As the assistant to the HR manager, one of your jobs is to help managers get ready to Interview candidates. When you offer help to Johnathan, he says he has interviewed hundreds of people and doesn't need your help in planning the interview process. When you sit in the interview with him, he asks inappropriate questions that you don't feel really assess the abilities of a candidate. How would you handle this?</p> <p style="text-align: center;">Or</p> <p>Q. 2: (B). Of the several tasks an HR manager does, which do you think is the most challenging? Support your answer with a suitable example.</p> <p>Q. 3: (A). Define Training and briefly explain types of training. Also specify the costlier method of trading. Also how to evaluate the Training Program.</p>	CO2	L3
<p style="text-align: center;">Or</p> <p>Q. 3: (B). Michaels is the HR at a medium-size pet supply wholesaler. Casey is a salesperson who brought about 20 percent of the company revenue alone in 2023. Everybody likes Casey: he is friendly, competent, and professional. Training is an important part of the company, and an e-mail was sent last month stating that employees do not complete the required safety training by July 1, they would be let go. It is July 15, and it has just come to Michaels attention that Casey has not completed the online safety training that is required for his job. When she approaches him about it, he says, "I am the best salesperson here; I can't waste time doing training. I already know all the safety rules anyway." Would you let Casey go, as stated in the e-mail? How would you handle this?</p> <p>Q. 4: (A). You are a manager at a medium-sized marketing firm, and it's time for annual performance appraisals. One of your team members, Sarah, has been consistently meeting deadlines and delivering high-quality work. However, she struggles with communication and collaboration with other team members. This has resulted in a few misunderstandings and delays in project timelines. During the performance appraisal meeting with Sarah, she becomes defensive and insists that her individual performance should be the sole focus and that interpersonal skills are less relevant to her role. How would you handle this situation during the performance appraisal discussion with Sarah?</p>	CO4	L5
<p style="text-align: center;">Or</p> <p>Q. 4: (B). Suppose you have worked in a private company that offers EPF service to its employees. With this, you are eligible to receive gratuity from the company. Now, let us take your last drawn salary (Basic salary plus Dearness Allowance) to be Rs 60,000, how much gratuity an employee will receive?</p>	CO3	L2

SECTION - C

Read the case and answer the questions

7×02 = 14 Marks

Questions	CO	Bloom's Level
<p>Q. 5: Case Study: Satish was a Sales Manager for Industrial Products Company in City branch. A week ago, he was promoted and shifted to Head Office as Deputy Manager - Product Management for a division of products which he was not very familiar with. Three days ago, the company VP -Mr. George, convened a meeting of all Product Managers. Satish's new boss (Product Manager Ketan) was not able to attend due to some other preoccupation. Hence, the Marketing Director, Preet - asked Satish to attend the meeting as this would give him an exposure into his new role. At the beginning of the meeting, Preet introduced Satish very briefly to the VP. The meeting started with an address from the VP and soon it got into a series of questions from him to every Product Manager. George, of course, was pretty thorough with every single product of the company and he was known to be pushy and a blunt veteran in the field. Most of the Product Managers were very clear of George's ways of working and had thoroughly prepared for the meeting and were giving to the point answers. George then started with Satish. Satish being new to the product, was quite confused and fared miserably. Preet immediately understood that George had possibly failed to remember that Satish was new to the job. He thought of interrupting George's questioning and giving a discrete reminder that Satish was new. But by that time, George who was pretty upset with the lack of preparation by Satish made a public statement "Gentlemen, you are witnessing here an example of sloppy work and this can't be excused". Now Preet was in two minds - should he interrupt George and tell him that Satish is new in that position OR should he wait till the end of the meeting and tell George privately. Preet chose the second option. Satish was visibly angry at the treatment meted out by George but he also chose to keep quiet. George quickly closed the meeting saying that he found in general, lack of planning in the department and asked Preet to stay back in the room for further discussions. Before Preet could give any explanation on Satish, George asked him "Tell me openly, Preet, was I too rough with that boy?" Preet said "Yes, you were. In fact, I was about to remind you that Satish is new to the job". George admitted that he had made a mistake and asked his secretary to get Satish report to the room immediately. A perplexed and uneasy Satish reported to George's room after few minutes. George looking Satish straight into his eyes said "I have done something which I should have never even thought of and I want to apologise to you. It is my mistake that I did not recollect that you were new to the job when I was questioning you". Satish was left speechless. George continued "I would like to state few things clearly to you. Your job is to make sure that people like me and your bosses do not make stupid decisions. We have good confidence in your abilities and that is why we have brought you to the Head Office. For everybody, time is required for learning. I will expect you to know all the nuances of your product in three months time. Until then you have my complete confidence". George closed the conversation with a big reassuring handshake with Satish.</p> <p>Questions: Q. 5: (A). Was it at all necessary for George to apologise to such a junior employee like Satish? Q. 5: (B). As an HR, how would you define the character of George - bullying but</p>	CO5	L4

later regretting? Does his attitude need to be corrected?

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

COs	Marks Allocated
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CO1	5 Marks
CO2	7 Marks
CO3	7 Marks
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