GL BAJAJ
Institute of Management & Research
Greater Noida
FIND YOUR SPARK

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

POST GRADUATE DIPLOMA IN MANAGEMENT (2025-27)
END TERM EXAMINATION (TERM -II)

Subject Name: **Human Resource Management**	Time: **02.00 hrs**
Sub. Code: **PG201**	Max Marks: **40**

Note: All questions are compulsory. Section A carries 12 marks: 6 questions of 2 marks each, Section B carries 18 marks having 3 questions (with internal choice question in each) of 6 marks each and Section C carries 10 marks one Case Study having 2 questions of 5 marks each.

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

S. No.	Course Outcomes (COs)	Bloom's Taxonomy Level
CO1	Understand the Role and Relevance of Human Resource Management (HRM) and contemporary HR Trends in business	L1
CO2	Explain the process of Human Resource Planning (HRP) and its significance in aligning organizational needs with workforce capabilities.	L2
CO3	Evaluate various talent acquisition, recruitment, and selection methods, and determine how emerging trends impact job design and recruitment strategies.	L5
CO4	Design effective learning and development programs by assessing training needs, selecting appropriate training methods, and evaluating their effectiveness in a changing technological environment.	L6
CO5	Apply traditional and modern performance appraisal techniques and compensation strategies to enhance employee performance and organizational growth.	L-3
CO6	Analyze the impact of labor laws, trade unions, and collective bargaining on employee relations and workplace ethics.	L-4

SECTION - A

Attempt all questions. All questions are compulsory.   **2×6 = 12 Marks**

Questions	CO1, CO2	Bloom's Level
Write short notes on the following terms: -		L1,L2
Q. 1: (A). Work life Balance	CO1	
Q. 1: (B). Workforce Diversity	CO1	
Q. 1: (C). Golden Handshake	CO1	
Q. 1: (D). Job description (JD)	CO2	
Q. 1: (E). Job specifications (JS)	CO2	
Q. 1: (F). Human resource planning (HRP)	CO2	

SECTION – B

All questions are compulsory (Each question has an internal choice. Attempt anyone (either A or B) from the internal choice)   **6 x 3 = 18 Marks**

Questions	CO	Bloom's Level
Q. 2: (A). A growing organization is planning to recruit employees for a newly created role due to business expansion. However, the HR department is unclear about the duties, responsibilities, and the qualifications required for the position, leading to confusion during recruitment. As an HR executive, how would you prepare a job description and job specification for this role? Explain briefly. Or Q. 2: (B). A small IT startup wants to hire a software developer quickly. They post the job opening on LinkedIn and also ask their current employees to refer suitable candidates. Identify two methods of external recruitment the startup is using in this situation.	CO3	L5,L6
Q. 3: (A). XYZ IT Services evaluates employee performance mainly through annual confidential reports prepared by immediate supervisors. Although this method has been followed for many years, employees feel that the appraisal lacks continuous feedback and does not capture teamwork, innovation, or client-related outcomes. The management now wants to introduce a more participative and objective appraisal system. Question: In the context of the case, identify one traditional and one modern method of performance appraisal that could be used. Briefly justify your answer. **Or** **Q. 3: (B).** LMN Retail Ltd. has recently hired new employees at different levels. While explaining the pay structure, the HR manager mentions that employees will receive a fixed monthly salary along with performance-linked incentives. In addition, the organization provides benefits such as health insurance, paid leave, and retirement benefits to ensure employee well-being and long-term retention. Question: From the above case, identify the components of direct compensation and indirect compensation provided by the organization and explain briefly under proper categorisation.	CO5 CO5	L5 L5
Q. 4: (A). At Sunrise Textiles Ltd., employees have recently expressed dissatisfaction regarding work schedules and supervisor behaviour. Informal complaints are increasing, and some workers feel their concerns are not being addressed in a timely or fair manner. The management realizes that poor employee relations may affect morale and productivity if issues continue unresolved. Question: In the context of the case, explain the grievance handling process that the organization should adopt to improve employee relations.	CO6	L4
Or **Q. 4: (B).** Mr. Ramesh has completed 18 years and 7 months of continuous service in an organization. His last drawn basic salary is ₹30,000 per month and dearness allowance is ₹5,000 per month. Calculate the amount of gratuity payable to him as per the Payment of Gratuity Act, 1972.	CO6	L4,L5

SECTION - C

Read the case and answer the questions   **5×02 = 10 Marks**

Questions	CO	Bloom's Level
Q. 5: Case Study: Nestlé, one of the world's leading food companies, views learning and employee development as a core part of its culture. The company emphasizes continuous on-the-job training and formal programs designed to improve skills and competencies. Managers are expected to coach and guide employees, and many Nestlé units run local training centers where workers receive ongoing training tailored to their specific job needs. Nestlé also offers literacy training and apprenticeship programs in countries where basic education levels are low, ensuring employees can adapt to advancing technology and improve their career prospects. Questions: Q. 5: (A). Based on the case, what type of training needs assessment(s) would be most appropriate for Nestlé's workforce before designing a training program? Q. 5: (B). Suggest two suitable training methods that Nestlé could use to develop both technical skills and managerial competencies among its employees, and explain why they are appropriate.	CO4	L5,L6

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

COs	Question No.	Marks Allocated
CO1		
CO2		
CO3		
CO4		
CO5		
CO6		

(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