

Program: MIM (Batch 2017-20), Trimester-II, End Term Exam paper, Subject: Human Resource Management

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Program: MIM (Batch 2017-20) Trimester-II
Subject: Human Resource Management
(End Term Examination)

Maximum Marks: 50

Date: 12 /04/ 2018

Duration: 3 hours

Instructions

- 1. Attempt all Questions**
- 2. Do not attempt extra questions they may not be marked.**

I. QUESTION 1 ANY 3 (30 Marks).

1. What is human resource planning? Explain in brief the advantages of human resource planning. Draw a flowchart only to show the human resource planning process (2+5+3).
2. Define performance management. State the different performance appraisal processes and explain in detail any one individual evaluation and any one multiple person evaluation processes.(1+3+6)
3. Explain graphically the dispute settlement mechanism in an organization set up. (10)
4. Explain in detail the different phases of training and development. (10)

II. Question 2 Explain in Brief Any 4 (10 Marks)

- a) What are the benefits of employee welfare schemes?
- b) Give two examples of work profiles when you would suggest using group incentive pay rather than individual incentive pay.
- c) Explain the difference between job description and job specification.
- d) What are the features of employee welfare?
- e) State the different objectives of HRM.
- f) How do industrial relations help an organization?

III. QUESTION 3 (10 Marks)

Nitara Sharma is a bright, popular, and well-informed engineer who graduated with an engineering degree from a renowned college in June 2003. During the months preceding her graduation, she went out on many job interviews, most of which she thought were conducted courteously and were reasonably useful in giving both her and the prospective employer a good impression of where each of them stood on matters of importance to both of them. It was, therefore, with great anticipation that she looked forward towards the interview with the one firm in which she most wanted to work: AED International. She always has a strong interest in cleaning up the environment and firmly believed that the best use of her training and skills lay in working for a firm like AED, where she thought she could have a successful career while making the world a better place.

The interview, however, was a disaster. Nitara walked into a room in which five men- the president of the company, two vice presidents, the marketing director, and another engineer- began throwing questions at her that she felt was aimed primarily at tripping her up rather than finding out what she could offer through her engineering skills. Then after the interview, she met with two of the gentlemen individually (including the president), and the discussions went fairly well. However, given the apparent aimlessness and even mean-spiritedness of the panel interview, she was astonished when several days later she got a job offer from the firm.

The offer forced her to consider several matters. From her point of view, the job itself was perfect- she liked what she would be doing, the industry, and the firm's location. And, in fact, the president had been quite courteous in subsequent discussions, as had been the other members of the management team. She was left wondering whether the panel interview had been intentionally made tense to see how she's stand up under pressure, and if so, why they would do such a thing.

[Source: *Adapted from Dessler, G (2008). Human Resource Management, Eleventh Edition. Prentice Hall of India.*]

Q1. How would you explain the nature of panel interview Nitara had to endure? Do you think it reflected a well-thought-out interviewing strategy on the part of the firm or carelessness on the part of firm's management? If it was carelessness, what would you do to improve the interview process at AED International? **(1+2+2)**

Q2. If you were Nitara, what more information you would require to come to a decision to take up the job? **(3)**

Q3. What are the different steps the interviewers might have taken to come to the selection decision? **(2)**

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