NOIDA INSTITUTE OF ENGINEERING AND TECHNOLOGY, GREATER NOIDA

MCA INSTITUTE

(An Autonomous Institute Affiliated to AKTU, Lucknow)

Global PGDM

TRIMESTER: III - THEORY EXAMINATION (2023 - 2024)

Subject: Human Resource Management

Time: 2.5 Hours   **Max. Marks: 60**

General Instructions:

IMP: *Verify that you have received the question paper with the correct course, code, branch etc.*

1. *This Question paper comprises of **three Sections -A, B, & C.** It consists of Multiple Choice Questions (MCQ's) & Subjective type questions.*

2. *Maximum marks for each question are indicated on right -hand side of each question.*

3. *Illustrate your answers with neat sketches wherever necessary.*

4. *Assume suitable data if necessary.*

5. *Preferably, write the answers in sequential order.*

6. *No sheet should be left blank. Any written material after a blank sheet will not be evaluated/checked.*

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SECTION A   **15**

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1. Attempt all parts:-

1-a.   .... is the correct abbreviation of HRM. (CO1)   1

          (a) Human Resource Management

          (b) Human Resourcefulness Management

          (c) Human Relation Management

          (d) Humanistic Relation Management

1-b.   Green HRM focused on (CO2)   1

          (a) Maximizing profits

          (b) Minimizing environmental impact

          (c) Expanding market share

          (d) Increasing employee turnover

1-c.   Training is most effective in resolving: (CO3)   1

          (a) Skill gaps

          (b) Attitudinal problems

(c) Poor motivation

(d) Attendance issues

1-d.   Chronic stress is the kind that lasts for weeks, months, or longer. Identify the   1
chronic stress. (CO4)

(a) An unhappy marriage

(b) Ongoing money problems

(c) Frustration with a job

(d) All of the above

1-e.   The term Industrial Democracy is given by (CO5)   1

(a) Hoxie

(b) Webb

(c) Walton

(d) J.T. Dunlop

2. Attempt all parts:-

2.a.   Differentiate between HRM and HRD. (CO1)   2

2.b.   Explain the needs of recruitment. (CO2)   2

2.c.   Write a note on vestibule training. (CO3)   2

2.d.   Discuss the meaning of Quality of Work Life (QWL). (CO4)   2

2.e.   Define self-discipline. (CO5)   2

SECTION B   **15**

3. Answer any <u>three</u> of the following:-

3-a.   Human Resource Management is a process, which consists of four main   5
activities, namely, acquisition, development, motivation, as well as
maintenance of human resources.Explain the scope of HRM under the light of
the above statement. (CO1)

3-b.   Define Human Resource Planning. Explain the significance of planning human   5
resource. (CO2)

3.c.   Differentiate between on the job and off the job training. (CO3)   5

3.d.   "Much of the stress that people feel doesn't come from having too much to do.   5
It comes from not finishing what they started." Comment. (CO4)

3.e.   Write a short note on the following:- 1) Positive Discipline 2) Negative Discipline   5
3) Progressive Discipline 4) Self-Discipline (CO5)

SECTION C   **30**

4. Answer any <u>one</u> of the following:-

4-a.   Draft a structure of a general HR department working in an organization.(CO1)   6

4-b.   Suppose you are HR manager of ABC enterprises ,you have recently joined, the immediate challenge is to ensure employee engagement. Suggest ways to ensure the same through strategic HRM. (CO1)   6

5. Answer any <u>one</u> of the following:-

5-a.   A candidate with an impressive resume performs poorly in the interview. Discuss ways you would choose to assess whether the interview was a true reflection of their abilities, and also mention the steps that you would take to make a fair hiring decision. (CO2)   6

5-b.   Elaborate various stages in the process of selection with examples (CO2)   6

6. Answer any <u>one</u> of the following:-

6-a.   As a HR manager, discuss the ways you would address the resistance to training among employees. (CO3)   6

6-b.   A retail chain notices a decline in customer service quality across its stores. Design a training program to enhance employees' customer service skills and improve overall performance. (CO3)   6

7. Answer any <u>one</u> of the following:-

7-a.   One of the first things Abdullah Muhamad wanted to do in his new position at Green Technology Sdn Bhd was to improve productivity through teamwork at every level of the company. As the new HR manager, Abdullah started to change the culture to a team-based approach.   6

Abdullah started by installing the concept of team management at the highest level, to oversee the operations of the entire company. The new management team consisted of manufacturing, distribution, planning, technical and human resource managers. Together they developed a new vision for the 400-employee company, which they expressed in the simple phrase "Excellence Together." They drafted a new mission statement for the company that focused on becoming customer driven and team-based, and that called upon employees to raise their level of commitment and began acting as "owners" of the company.

The next step was to convey the team message to employees throughout the company. The communication process went surprisingly well. Abdullah was happy to see his idea of "workforce of owners" begin to take shape. Teams

trained together, developed production plans together, and adopted the technique of 360-degree feedback appraisal, in which an employee's performance evaluation is obtained from supervisors, subordinates, peers, and external and internal customers. Performance and morale improved, and productivity began to move upwards. The company even sponsored occasional celebrations to reward team achievements and the team structure seemed firmly in place.

Abdullah decided to change one more thing. The company's long-standing policy had been to give all employees the same annual pay increment. But Abdullah felt that in the new team environment, outstanding performance should be the criterion for pay raise. After consulting with the CEO of the company, Abdullah sent a memo to all employees announcing the change to team-based pay for performance. The reaction was negative and employees were not happy with the change. Being an external consultant, what advice would you give Abdullah and the CEO as they consider their decision. (CO4)

7-b.   One of the first things Abdullah Muhamad wanted to do in his new position at   6
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8. Answer any <u>one</u> of the following:-

8-a.   A large retail chain has been negotiating a new contract with its employees' union. The union demands include higher wages, better health benefits, and improved safety standards. The company claims it cannot afford these demands due to declining profits. Analyze the potential compromises each party could make to reach a settlement. (CO5)   6

8-b.   A school is facing challenges with student behavior during online classes. Disruptive behavior is affecting the learning environment. Propose a plan for implementing disciplinary measures to improve student conduct while maintaining a positive learning atmosphere. (CO5)   6