

Name:
Enrolment No:



UNIVERSITY OF PETROLEUM AND ENERGY STUDIES
End Semester Examination, May 2019

Course: BBA
Program: FAS

Semester: VI
Time: 03 Hours
Max. Marks: 100

Course code: BBCH 103

Instructions: Read the instructions carefully.

SECTION A

	Multiple-choice questions (All questions are compulsory in this section. Each question carries 2 marks)	Marks	CO
1.	_____ is a systematic process by which one decides his/her career goals and the path to reach these goals. a) Career b) Succession planning c) Career planning d) None of the above	2	1
2.	“The process of studying and collecting information relating to the operations and responsibilities of a specific job. The immediate product of this analysis is job description and job specification”. This definition of job analysis was given by- a) Jones and Decothis b) Edwin B. Flippo c) Dale Yoder d) Herbert G. Hareman	2	2
3.	One of the following is a future oriented appraisal technique: a) MBO b) Rating scale c) Checklist d) Field review method	2	3
4.	Career progress largely depends on: a) International exposure b) Performance c) Experience	2	2

	d) Mentoring		
45.	<p>Career planning is the responsibility of:</p> <p>a) Government b) The employer c) Career counselor d) The sponsor</p>	2	4
6.	<p>Which of the following is a method of performance appraisal?</p> <p>a) Ranking method b) Paired comparison c) Checklist method d) All of the above</p>	2	2
7.	<p>Objectives of training is</p> <p>a) Increased morale b) Increased productivity c) Favourable reaction to change d) All of the above</p>	2	3
8.	<p>_____ refers to designing and implementing the total compensation package with a systematic approach to providing value to employees in exchange for work performance.</p> <p>a) Compensation Management b) Job design c) Wages d) Job simplification</p>	2	2
9.	<p>Performance appraisal is a systematic evaluation of the individual with regard to his/her performance on the job and his potential for development</p> <p>a. True b. False</p>	2	1
10.	<p>Job related information available through job analysis is not necessary for human resource planning.</p> <p>a. True b. False</p>	2	2

SECTION B

	Short answers type questions (All questions are compulsory in this section. Each carries 5 marks)	20	
11.	Explain any two theories of learning?	5	3
12.	Write short notes on the following: (2x5 Marks) a) Johari window b) Job analysis	10	2
13.	Difference between training and development?	5	3
SECTION-C			
	Long answers type questions. (Attempt any three of the following. Each carries 10 marks)	30	
14.	What do you mean by career planning? Explain all the stages of career planning?	10	3
15.	What is performance management? Explain the various methods of performance appraisal?	10	4
16.	What do you understand by compensation management? Explain its objectives and its importance?	10	4
17.	Explain the various methods of training?	10	3
SECTION-D			
	Case study. All questions are compulsory in this section. Each questions carries 10 marks)	30	4
	<p>Uptron Electronics Limited is a pioneering and internationally reported firm in electronics Industry. It is one of the largest firm in the country. It attracted employees from internationally reputed Institutes and industries by offering high salaries, Perks, etc. It has advertised for the position of an electronics engineer recently. Nearly 150 candidates applied for the job. Mr. Shashidhar, an electronics engineering graduate from Indian Institute of Technology with 5 years working experience in a medium-sized Electronics firm, was selected among the 130 candidates who took test and interview. The interview board recommended an enhancement in his salary by rupees 5000 more than his present salary at his request. Mr. Shashidhar was very happy to achieve this and he was congratulated by a number of people including his previous employer for his brilliant interview performance and wished him good luck.</p> <p>Mr. Shashidhar joined Uptron Electronics Limited on 21st January, 2002, with great enthusiasm. He also found his job to be quite comfortable and challenging one as he felt it was highly prestigious to work with this company during the formative years of his career he found his superiors as well as subordinates to be friendly and cooperative. But this climate did not live long. After one year of his service, he slowly learnt about the number of unpleasant stories about the company, management, the superior-subordinate relations, rate of employee turnover, especially at a higher level. But he decided to stay now as he had promised several things to the management in the</p>		

interview. He wanted to please and change the attitude of management through his diligent performance, firm commitment and dedication. He started maximizing his contributions and the management got the impression that Mr. Shashidhar has settled down and will remain in the company.

After sometime, the superiors started riding rough-shod over Mr. Shashidhar. He was over-loaded within multifarious jobs. His freedom in deciding and executing was cut down. He was ill-treated on a number of occasions before his subordinates. His colleagues also started assigning their responsibilities to Mr. Shashidhar. Consequently there were imbalances in his family life, social life and organizational life. But he seems to be calm and contented. Management felt that Mr. Shashidhar had the potential to bear with many more organizational responsibilities.

So the general manager was quite surprised to see the resignation letter of Mr. Shashidhar along with a cheque equivalent to a month's salary one fine morning on 18th January 2004. The general manager failed to convince Mr. Shashidhar to withdraw his resignation. The general manager revealed him on 25th January 2004. The general manager wanted to appoint a committee to go into the matter immediately, but drop the idea later.

Case Study Questions:

18. What prevented the general manager from appointing a committee?
19. What is wrong with the recruitment policy of the company?
20. Why did Mr. Shashidhar resignation surprise the general manager?

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3.	Objectives of training is a) Increased morale b) Increased productivity c) Favourable reaction to change d) All of the above	2	3
4.	_____ is a systematic process by which one decides his/her career goals and the path to reach these goals. a) Career b) Succession planning c) Career planning d) None of the above	2	2

5.	<p>Career planning is the responsibility of:</p> <ul style="list-style-type: none"> a) Government b) The employer c) Career counselor d) The sponsor 	2	4
6.	<p>Which of the following is a method of performance appraisal?</p> <ul style="list-style-type: none"> a) Ranking method b) Paired comparison c) Checklist method d) All of the above 	2	2
7.	<p>One of the following is a future oriented appraisal technique:</p> <ul style="list-style-type: none"> a) MBO b) Rating scale c) Checklist d) Field review method 	2	3
8.	<p>_____ refers to designing and implementing the total compensation package with a systematic approach to providing value to employees in exchange for work performance.</p> <ul style="list-style-type: none"> a) Compensation Management b) Job design c) Wages d) Job simplification 	2	2
9.	<p>Performance appraisal is a systematic evaluation of the individual with regard to his/her performance on the job and his potential for development</p> <ul style="list-style-type: none"> a. True b. False 	2	1
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SECTION B

	Short answers type questions (All questions are compulsory in this section. Each carries 5 marks)	20	
11.	Difference between training and development?	5	3
12.	Write short notes on the following: (2x5 Marks) c) Johari window d) Job analysis	10	2
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Case Study Questions:

- 21. What prevented the general manager from appointing a committee?
- 22. What is wrong with the recruitment policy of the company?
- 23. Why did Mr. Shashidhar resignation surprise the general manager?