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**UNIVERSITY OF PETROLEUM  
AND ENERGY STUDIES**



**End Semester Examination – April, 2017**

**Program/course: BBA-AO**  
**Subject: Human Resource Management**  
**Code : BBCH-103**  
**No. of page/s: 4**

**Semester – VI**  
**Max. Marks : 100**  
**Duration : 3 Hrs**

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**Section A-Objective type questions-** (10X2 Marks) 20 marks

1. HRM is an approach to the management of:
  - a) Organization
  - b) Jobs
  - c) People
  - d) Activities
  
2. The functions performed by the Hr Manager are :
  - a) Training
  - b) Voluntary Integration
  - c) Planning
  - d) All the above
  
3. The quality of HRM practiced in an organizational is indicated by:
  - a) The type of employee treatment
  - b) The type of organizational climate
  - c) The type of management style
  - d) All the above
  
4. The HRM practice which involves the appraisal of results against objectives is called
  - a) Reward Management
  - b) Employee Management
  - c) Task Management
  - d) Performance Management
  
5. The Career Management Programs are incorporated into:
  - a) Human resource Development
  - b) Human Resource Organization
  - c) Human Resource Systems

d) Human Resource Planning

6. Human Resource Management (HRM) functions are broadly classified into managerial functions and operative functions. The basic managerial functions of HRM are:

- (a) Planning, organizing, staffing, directing and controlling
- (b) Job analysis, human resource planning, job specification and directing
- (c) Induction, human resource planning, job analysis and controlling
- (d) Induction, planning, organizing and recruitment

7. A specialized category of private agencies, which cater mostly to top management level recruitment needs is known as

- (a) Employee referrals
- (b) Head hunters
- (c) Unsolicited applications
- (d) Employment exchange

8. The process of choosing the most suitable candidate for a job among the available applicants is called

- (a) Selection
- (b) Recruitment
- (c) Human resource planning
- (d) Job analysis

9. The process of selection starts with a review of the applications. Which of the following steps follows the review of the application?

- (a) Analysis of the application blank
- (b) Preliminary interview
- (c) Reference check
- (d) Initial screening interview.

10. In which of the following methods of ranking, every employee is compared with every other employee in the group and the employees are ranked based on the number of times they emerge the winner in each comparison?

- (a) Point allocation method
- (b) Paired comparison method
- (c) Forced distribution method
- (d) Force choice rating method

**Section B-** Short answer questions-

(5x4 Marks)

20 marks

11. What are the objectives of Performance Appraisal?

12. Describe the different incentive pay categories?

13. How should the employee goals and work standard be defined?

14. What are the contemporary issues in HRM?

15. Discuss selection process outcomes and its effect in the selection of candidates.

**Section C**-descriptive type questions- (any two)

(2X15 Marks)

30 marks

16. Distinguish between Management development program and training?

17. Differentiate in length between Career Planning, Career Development and Career Management?

18. Describe the process of salary fixation and the tools available for it.

**Section D**-Analytical / Case Study

(3 x 10)

30 marks

For an airline company, the management decides to pay salary on an incentive basis to customer Relationship Executives; we have the following data for a day

Standard output for Customer attended in a day at the airport= 100 units

Rate per unit = Rs 1 per unit

Differentials to be applied

A) 120% piece rate at or above the standard

B) 80% piece rate when below standard

19. What would be the wages/ day for A and B as per Taylor's piece rate system?

A) Straight piece rate for less than 83% output.

B) 10% bonus on reaching on reaching standard output , for achieving higher outputs higher rates to be paid.

20. Calculate wages through the Merrick's Differential piece rate system/ day?

21. If you are the head of the department which method would you recommend and why?