

Mid Semester Examination – May, 2017

Program/course: MBA  
Subject: Human Resource Management  
Code : MBCH 739  
No. of page/s: 03

Semester – II  
Max. Marks : 100  
Duration : 3 Hrs

**OBJECTIVE QUESTIONS**

**10\*2 = 20 Marks**

1. A trade union after registration acquires the following characteristics: -
  - a) It has perpetual succession and a common seal
  - b) It has no power to contract
  - c) It has no power to acquire and hold both the movable and immovable property
  - d) It can by the name under which it is registered sue or be suedWhich of the above statements are correct?
  - (1) d & b
  - (2) a & b
  - (3) a & d
  - (4) c & d
  
2. ILO stands for:
  - (1) International Labour Office
  - (2) International Labour Order
  - (3) International Labour Organization
  - (4) International Labour Audit
  
3. (a) Recruitment is influenced by the internal labour market conditions  
(b) Recruitment is influenced by the external labour market conditions  
Which option is correct?
  - (1) Statement (a)
  - (2) Statement (b)
  - (3) Both of the above
  - (4) None of the above
  
4. Compensation can be \_\_\_\_\_ benefits.
  - (1) Monetary
  - (2) Non-monetary
  - (3) both 'a' and 'b'
  - (4) None of the above
  
5. Wages represents \_\_\_\_\_ rates of pay.
  - (1) Hourly
  - (2) Daily
  - (3) Weekly
  - (4) Monthly

6. \_\_\_\_\_ are also called 'payments by results'.
- (1) allowances
  - (2) claims
  - (3) incentives
  - (4) fringe benefits
7. 'A fair day work for fair day pay' denotes a sense of \_\_\_\_\_ felt by employees.
- (1) Responsibility
  - (2) Equity
  - (3) Happiness
  - (4) Respect
8. Method of keeping and reviewing record of employees desirable behavior at different time intervals is
- (1) critical incident method
  - (2) forced distribution method
  - (3) alternation ranking method
  - (4) paired comparison method
9. Aligning and evaluating employee's performance with company's set goals is called
- (1) appraisal management
  - (2) performance management
  - (3) hierarchy of management
  - (4) off-the-job training
10. First step in appraising process is
- (1) defining job
  - (2) training session
  - (3) feedback session
  - (4) interview sessions

### SHORT QUESTIONS

Answer any four:

**4\*5 = 20 Marks**

- Q1. Outline the importance of each on-the-job and off-the-job training methods
- Q2. What is performance appraisal? What are its objectives?
- Q3. What challenges are faced by HR Managers in Indian Economy in the current scenario? Elaborate.
- Q4. Explain in detail the 'Equity Theory of Motivation' for compensation.
- Q5. What do you understand by the term 'social security'? Give an overview of various laws related to social security in organized sector.

### LONG-ANSWER QUESTIONS

Attempt any **four**:

**4\*10 = 40 Marks**

- Q6. Explain in detail the three stages of socialization process.
- Q7. Explain different approaches to global hiring practices by citing relevant industry examples.
- Q8. Explain the steps involved in designing the training process.
- Q9. In performance appraisal, what are the common raters' problems/biases? How can they be overcome?

Q10. Explain how would you use the Graphic Rating Scale, Alternation Ranking Scale and Paired Comparison Method? Also discuss the cons and pros of each of these methods of performance appraisal.

Q11. What are the steps for establishing pay rates/compensation of an employee? Explain.

Q12. What are the various sources of internal and external recruitment? Explain and outline the advantages and disadvantages of each.

### **CASE STUDY**

**2\*10 = 20 Marks**

Mr. Kamal Nayan joined as Office Manager, Industrial Products Limited, Bombay, after coming back from U.S.A. from where he got his M.B.A. degree with specialization in personnel management. He was young and energetic and believed in results. Before proceeding to U.S.A. he had several years of experience in India in different capacities. When Mr. Nayan joined Industrial Products Limited, its office time was 10.30 A.M. to 5.30 P.M. He felt that the timing should be changed to 10.00 A.M. to 5.00 P.M. because he knew that office personnel in U.S.A. did not work after 5.00 P.M. He thought this to be true for India also and to ensure more availability of effective time for office, he changed it to 10.00 A.M. to 5.00 P.M. He announced the change officially.

No one reacted initially but after two days Mr. Nayan received a written memorandum by all office personnel that old office timing be restored. Mr. Nayan did not yield to this demand. However, he was convinced that the first step was to build co-operative spirit among his employees through informal get-together. Therefore, he prepared a scheme of having monthly dinner party of all members of the office. In the party, all members were to bring their home-made dishes. Their wives and children were to be encouraged to attend the monthly dinner party. The scheme was announced through placing it on the information bulletin of the company. The notice also invited suggestion from the members for making the scheme successful. Two weeks elapsed and no suggestion came. On one occasion when the day was nearing for the first dinner meeting he overheard the following conversation between two of his office members.

First employee: "So, what are you bringing for the party? As for myself, I will bring Bhelpuri."

Second Employee. "I will bring Chana." (Both laughed)

Mr.Nayan felt that nobody seemed to be concerned in his scheme.

### **Questions:**

Q12. Identify the shortcomings of Mr. Nayan's policies and list the reasons for not supporting the action of Mr. Kamal Nayan by his employees.

Q13. Advise Mr. Kamal Nayan on how he should proceed in the matter.

*Adapted from: Stephen Robbins: Organization Theory: Structure, Design and Application, Prentice Hall of India Private Limited, New Delhi, 1998, pp. 600-503.*