

<b>Name:</b>	
<b>Enrolment No:</b>	

**UNIVERSITY OF PETROLEUM AND ENERGY STUDIES**  
**End Semester Examination, Dec 2019**

**Course: HUMAN RESOURCE MANAGEMENT**

**Semester: III**

**Program: BBA CORE HR**

**Time: 03 Hours**

**Course code: HRES 3001**

**Max. Marks: 100**

**Instructions: Read the instructions carefully.**

**SECTION A**

	<b>Multiple-choice questions (All questions are compulsory in this section. Each question carries 2 marks)</b>	<b>Marks</b>	<b>CO</b>
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	<b>2</b>	<b>1</b>
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	<b>2</b>	<b>1</b>
3.	One of the following is a future oriented appraisal technique: a) MBO b) Rating scale c) Checklist d) Field review method	<b>2</b>	<b>1</b>
4.	Career progress largely depends on: a) International exposure b) Performance	<b>2</b>	<b>1</b>

	<ul style="list-style-type: none"> <li>c) Experience</li> <li>d) Mentoring</li> </ul>		
5.	<p>Career planning is the responsibility of:</p> <ul style="list-style-type: none"> <li>a) Government</li> <li>b) The employer</li> <li>c) Career counselor</li> <li>d) The sponsor</li> </ul>	<b>2</b>	<b>1</b>
6.	<p>Which of the following is a method of performance appraisal?</p> <ul style="list-style-type: none"> <li>a) Ranking method</li> <li>b) Paired comparison</li> <li>c) Checklist method</li> <li>d) All of the above</li> </ul>	<b>2</b>	<b>1</b>
7.	<p>Objectives of training is</p> <ul style="list-style-type: none"> <li>a) Increased morale</li> <li>b) Increased productivity</li> <li>c) Favourable reaction to change</li> <li>d) All of the above</li> </ul>	<b>2</b>	<b>1</b>
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"> <li>a) Compensation Management</li> <li>b) Job design</li> <li>c) Wages</li> <li>d) Job simplification</li> </ul>	<b>2</b>	<b>1</b>
9.	<p>Which of the following is a horizontal expansion in a job</p> <ul style="list-style-type: none"> <li>a) Job enlargement</li> <li>b) Job enrichment</li> </ul>	<b>2</b>	<b>1</b>

	c) Job rotation d) Job simplification		
10.	Promotions and transfers from among the present employees is which of the internal source of recruitment a) Present employees b) Employee referrals c) Previous applicants d) None of the above	2	1
<b>SECTION B</b>			
	<b>Short answers type questions (All questions are compulsory in this section)</b>	<b>20</b>	
11.	Career development is a waste of money for a company. All it does is raise employees' expectation and then, frustrated, they quit." Do you agree or disagree? Discuss.	5	3
12.	Write short notes on the following: (2x5 Marks) a) Johari window b) Job design	10	2
13.	Line out the difference between training and development?	5	3
<b>SECTION-C</b>			
	<b>Long answers type questions. Each carries 10 marks</b>	<b>2*3= 30</b>	
14.	Every individual goes through during his /her different career stages. Explain.	10	3
15.	Which method will you use to appraise the performance of one of your teacher and why? What will you suggest to improve his performance?	10	4
16.	Consider yourself as a manager of an organization. Which method you use to train the employees.	10	3
<b>SECTION-D</b>			
	<b>Case study. Attempt any two questions in this section. Each questions carries 15 marks)</b>	<b>2*15= 30</b>	<b>CO</b>
	Harsha and Franklin both of them are postgraduates in management under different streams from same B-School. Both of them are close to each other from the college days itself and the same friendship is continuing in the organization too as they are placed in the same company. Hy-tech technology solutions. Harsha placed in HR department as employee counselor and Franklin in finance department as key finance		4

executive. As per the grade is concerned both are at same level but when responsibility is concerned Franklin is holding more responsibility being in core finance.

By nature, Harsha is friendly in nature and ready to help the needy. Franklin is silent in nature ready to help if approached personally and always a bit egoist in nature. They have successfully completed 4 years in the organization. Moreover, management is very much satisfied with both of them as they equally talented and constant performers.

Harsha felt that now a day's Franklin is not like as he used to be in past. She noticed some behavioral changes with him. During general conversations, she feels that Franklin is taunting her that she is famous among the employees in the organization; on the other hand, he is not even recognized by fellow employees.

One-morning Mr. Mehta General Manager Hy-tech technology solutions shocked while go through the mail received from Franklin about his resignation. Mr. Mehta called Harsha immediately and discussed about the same as she is close to Franklin. By hearing the news Harsha got stunned and said that she do not know this before she also revealed here current experience with him. Mr. Mehta who do not want to lose both of them promised her that he will handle this and he won't not allow Franklin to resign.

In the afternoon, Mr. Mehta took Franklin to canteen to make him comfortable after some general discussion he starts on the issue. Franklin, after some hesitations opened his thinking in front of Mr. Mehta. The problem of Franklin is 1) when he come alone to canteen the people from other don't even recognize him but if he accompanied by Harsha he get well treated by others. 2) one day both of them entered the company together the security in the gate wished them but the next day when he came alone the same security did not do so. 3) Even in the meeting held in the office the points raised by Harsha will get more value so many a times he kept silent in the meeting.

It happens to Franklin that he has to face such degradation in each day of work which totally disturbs him. Franklin also questioned that "Harsha and myself have same qualification, from same institute, passed out in the same year both with first class. We have same number of experience in this organization. More over the responsibilities with me are more valuable than that of Harsha. After all this things, if I am been ignored or unrecognized by the fellow employees my ego does not allow me to continue here".

By listening this statement, Mr. Mehta felt that it is not going to be very difficult to stop his resignation. Mr. Mehta explained Franklin the reasons for such partial behavior of the employees.

After listening to Mr. Mehta Franklin said sorry for his reaction and ready to take back his resignation. And he called Harsha and spoke with like before.

**Questions**

17. Find the reason that Mr. Mehta would have given to Franklin for the feeling of getting ignored and recognized by the fellow employees.

19. If you would be in place of Franklin what you would have done except giving resignation.

19. What are the HR interventions required from Harsha so that employees could not develop the feeling of inferiority.