

Name:

Enrolment No:



**UNIVERSITY OF PETROLEUM AND ENERGY STUDIES**

**End Semester Examination, May 2020**

**Course: Human Resource Management**

**Semester: 6**

**Program: BBA(AVO)**

**Time: 03 hrs.**

**Course Code: HRES 3001**

**Max. Marks: 100**

**SECTION A**

**(Attempt all questions)**

S. No.		Marks	CO
<b>Q 1</b>	<b>Multiple Choice Questions</b>	<b>30</b>	<b>CO1</b>
i	Human resource planning system includes  (A) Human resource supply forecast  (B) Human resource inventory  (C) Corporate plan  (D) All of the above	<b>5</b>	
ii	On-the-job training methods are not based on  (A) Demonstration methods  (B) Interactive methods  (C) Vestibule Training methods  (D) Apprentice training method	<b>5</b>	

iii	<p>Which statement is true ?</p> <p>(A) Job analysis is a group of positions, that are similar as to kind and level of work.</p> <p>(B) A promotion is the advancement of an employee to a better job better in terms of greater responsibilities, more prestige or status, greater skill and especially, increase rate of pay or salary.</p> <p>(C) A promotion is the vertical transfer of an employee.</p> <p>(D) All of the above</p>	5	
iv	<p>Succession planning can best be explained by</p> <p>(A) Activity in which managers make decisions regarding the advancement potential of subordinates.</p> <p>(B) Activity that focuses on preparing people to fill executive positions.</p> <p>(C) A chart showing the possible directions and career opportunities available in an organization.</p> <p>(D) None of the above</p>	5	
v	<p>Which of the following are tools for forecasting personnel needs</p> <p>(A) Trend Analysis</p> <p>(B) Regression Analysis</p> <p>(C) Work Study</p> <p>(D) All of the above</p>	5	
vi	<p>Minimum wage means</p> <p>(A) Wage sufficient to ensure the workman food, shelter, clothing, frugal comfort and provision for evil days.</p> <p>(B) Wages paid in proportion to workman's work efficiency.</p> <p>(C) A wage sufficient to satisfy the workman's basic needs.</p> <p>(D) A sum of money paid under contract by an employer to a workman for services rendered.</p>	5	
<b>SECTION B</b>			
	<b>(Attempt any five question)</b>	<b>50</b>	
Q2	How will you evaluate a training programe? How can competency based training give higher ROI?	<b>10</b>	<b>CO4</b>

Q3	What are the dangers and difficulties in applying a policy of promotion from within? What is meant by policy of open competition? Do you favour such policy why or why not?	10	CO2
Q4	How can HRM improve the productivity of an organization?	10	CO2
Q5	Why it is important for HR personnel to understand what motivates the employees? Can this understanding influence various HR functions?	10	CO3
Q6	What are the initiatives organizations are adopting of career planning?	10	C03
Q7	Give example of when you would suggest using team or group incentive programs rather than individual incentive programs.	10	C03
<b>SECTION-C</b>			
	<b>(Attempt all questions)</b>	<b>20</b>	
Q 8	<p>Nike currently receives around 800 CVs each month. It has on average 100 to 120 open positions at any one time at Nike’s EMEA Headquarters (HQ) in Hilversum, the Netherlands.</p> <p>These volumes used to place considerable pressure on the resourcing function to reduce the administration and lead-time in the recruiting process. Handling the inflow of applications became challenging as the regional HQ grew dramatically in size. This resulted in high numbers of CVs circulating in the business whilst the company had little capability of tracking their progress or handling enquiries from job applicants.</p> <p>"We have a firm policy that each applicant is a potential employee and customer and so we must respond appropriately, in an individual letter where possible," commented Rolien Hoogers, EMEA staffing manager at Nike.</p> <p>"With only four people on the team, we were finding it increasingly hard to do that, and we were losing track of where CVs were in the company. We became concerned about how well we were protecting applicants' personal information, and there were mistakes, such as us calling someone in for an interview who was already due to come in later that day."</p> <p>These problems led Nike to review their HR processes. The assessment demonstrated that the company had to standardize its HR processes in an attempt to reduce duplication of effort.</p> <p>Reducing the cost per hire and improving the overall quality of talent hired into the business were key goals. Nike felt that achieving these objectives and improving effectiveness would help to boost the company image.</p> <p>Faster response times to applicants together with consistency in handling the administration associated with each appointment would lead to improved internal effectiveness and efficiency.</p> <p>Q1. What should Nike management do to overcome this challenge?</p>		<b>CO4</b>

Q2. Suggest an alternative recruitment method to streamline Nike's strategy.