

Name:

Enrolment No:



UPES

End-term Examination, May 2024

Course: BBA/B.COM

Programme: Human Resource Management

Course code: HRES 1005

Semester: II

Time: 03 hrs.

Max. Marks: 100

Instructions:

SECTION A

S. No.	Attempt all of the following, each question carry two marks.		
Q 1	Which of the following is not a component of job analysis? a) Identifying job duties and responsibilities b) Identifying job qualifications and requirements c) Determining employee motivation levels self appraisal d) Identifying job hazards and risks	2	CO 1
Q 2	Performance appraisal done by an employee's manager and often reviewed by a manager one level higher. a) Peer appraisal b) Supervisor appraisal c) Self-appraisal d) Subordinate appraisal	2	CO 1
Q 3	Sometimes mathematical models are insufficient to predict future personnel requirements. In this case, _____ may be necessary. a) Managerial judgment b) Detailed spreadsheets c) Better recruiting practices d) Delphi method	2	CO 1
Q 4	Performance appraisal of a superior by an employee, which is more appropriate for If a person scores a 70 on an intelligence test on one day and scores 110 when retested on another day, you would most likely conclude that this test is _____. a) Valid b) Invalid c) Reliable d) Unreliable	2	CO 1
Q 5	What are the two primary methods used in job analysis? a) Observation and interviewing b) Focus groups and surveys c) Testing and simulations	2	CO 1

	d) Performance evaluations and feedback		
Q 6	<p>Indian Airlines uses flight simulators to train pilots about airplane equipment and safety measures. This is an example of _____.</p> <p>a) On-the-job training b) Vestibule training c) Virtual reality training d) Programmed learning</p>	2	CO 1
Q 7	<p>Which one of the following is the most likely outcome of using the same questions with all candidates being interviewed?</p> <p>a) responses improved b) weaknesses revealed c) reliability limited d) bias reduced</p>	2	CO 1
Q 8	<p>Performance-rating error in which all employees are rated on the basis of one characteristic</p> <p>a) central tendency b) halo effect c) recency error d) Leniency/Strictness Error</p>	2	CO 1
Q 9	<p>The following is horizontal expansion of the job</p> <p>a) management by objective (MBO) b) job rotation c) job enrichment d) job enlargement</p>	2	CO 1
Q 10	<p>Which is the part of planning and development</p> <p>a) Organizational planning b) Manpower planning c) Training d) All of these</p>	2	CO 1
SECTION B Attempt any Four			
Q 1	What are the five functions of human resource management?	5	CO2

Q 2	What are the relative advantages of interview and questionnaire method in collection of data for job analysis?	5	CO2
Q 3	What are the steps of the e-recruitment process in human resource management?	5	CO2
Q 4	What are the modern sources of recruitment?	5	CO2
Q 5	Distinguish between job design and job evaluation.	5	CO2
SECTION-C Attempt All three			
Q 1	Explain your view point on this statement- Is money the prime trigger of employee performance?	10	CO3
Q 2	How do you draw up an action plan to the manpower plan for a newly established firm?	10	CO3
Q 3	Do you prefer centralized recruitment or decentralized recruitment for recruiting chief executive officers? Justify your opinion.	10	CO3
SECTION-D Attempt all			
Q 1	<p>Mr. Kishore is a branch manager of Indian Bank at one of its village branches. His staff included two clerks and an attender. Very often Mr. Kishore was left alone in the bank after 5 p.m. to tally accounts, day bools and complete all other formalities.</p> <p>On the 30th March 2019 Mr. Kishore was working till past 2 a.m. tallying the accounts since hardly one day is left for closing the account for the year. On this fateful night, the Branch Manager was attacked by a band of robbers, who looted Rs. 20 lakhs after brutally wounding Mr. Kishore's right hand, which had to be amputated later. After his recovery, the Branch Manager applied for compensation. The Branch Management was of the opinion that Mr. Kishore violated the job specification by working beyond the stipulated hours of work. He, in their views, was not entitled to any compensation as the accident occurred during the non – employment hours. They also called for an explanation as to why the amount lost cannot be recovered from his salary and provident fund.</p> <p>a) How do you justify the bank's stand in this case? And what modification do you suggest in job specification to overcome such incident in future?</p>	15	CO3
Q 2	<p>Imagine you are the managing director of a full service restaurant. One day you receive a complaint letter from a guest reporting s/he was not satisfied with the follow up regarding their criticism of being overcharged in one of your restaurants.</p> <p>a) Why was the complaint made?Is there a training need? If yes/no then explain it.</p>	15	CO3