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UNIVERSITY OF PETROLEUM AND ENERGY STUDIES

End Semester Examination, May 2018

Program:	BBA (O &G)	Semester –	IV
Subject (Course):	HUMAN RESOURCE MANAGEMENT	Max. Marks	: 100
Course Code	: BBCH 103	Duration	: 3 Hrs
No. of page/s:	3		

SECTION – A

ALTERATION OF ANSWERS IS NOT ALLOWED

Answer the following multiple choice questions.

10*2 = 20 Marks

- Career Planning is the responsibility of _____
 - Government
 - Employer
 - HR Dept.
 - Career Counsellors
- The best of way recruitment is
 - Walk-ins
 - Search Firms
 - Advertisements
 - Referrals
- _____ rewards one gets from his employer for his/her performance.
 - Intrinsic
 - External
 - Payment by results
 - Extrinsic
- _____ considers individual, group and organizational performance.
 - Merit Pay
 - ESOP
 - Variable Pay
 - All the above
- _____ benefits are given to executives as per Indian Companies Act, 1956.
 - Perquisite
 - Gainsharing
 - Fringe
 - All the above
- _____ Act contains provisions for health, safety and welfare of employees.
 - Workmen's Compensation Act
 - Industrial Disputes Act
 - Factories Act
 - All the above
- In _____ employees' move to a lower-level position.
 - Promotion
 - Transfer
 - Demotion
 - Succession Planning

8. _____ is referred to an employee who is terminated not on the ground disciplinary action.
 - a. Retrenchment
 - b. Reversion
 - c. Discharge
 - d. All the above
9. In _____ concept that employees should be paid a wage that ensures that their basic costs of living are met.
 - a. Fair Wage
 - b. Minimum Wage
 - c. Living Wage
 - d. All the above
10. _____ leaves are payable in cash.
 - a. Earned
 - b. Sick
 - c. Causal
 - d. All the above

SECTION – B

Answer any four of the following questions briefly.

4*5 = 20 Marks

11. As a manager, what workforce planning tactics should you use to address a labour shortage?
12. How do you determine the training needs of an industrial organization?
13. Distinguish between Career Planning and Succession Planning.
14. What do you know by the about 360-degree appraisal?
15. Briefly explain the various types of fringe benefits.

SECTION – C

Answer any three of the following questions comprehensively.

3*10 = 30 Marks

16. Discuss the various functions of Human Resource Management.
17. As an HR manager, are you responsible to guide your employer with respect to various labour laws prevailing in the country? If so, give ten mandatory provisions as per law, your employer has to adhere in the workplace.
18. Write Notes on:
 - a. Competency Mapping
 - b. Knowledge Management
19. What are the various types of Training and Development Programmes? Explain their relevance in improving employee performance.
20. “Performance appraisal is not merely for appraisal but is for accomplishment and improvement of performance”. Discuss.

SECTION – D (30 Marks)

CASE STUDY

Firms are downsizing, Consumer confidence is plunging. Given the uncertain economic environment, why should anybody give up a secure job?

It may seem odd, but competent people still do it every day. They job-hop in search of greener pastures. Take Sridhar, a software expert in a Bangalore-based firm, who scribbled the following remarks on his exit interview questionnaire.

‘This job is not right for me. I would like to have more input on decisions that affect me, more chance to show what I can do. I do not get enough feedback to tell me if I am doing a good job or not, and the firm keeps people in the dark about where it is headed. Basically, I feel like an interchangeable part most of the time.’

In reply to the question whether the firm could have done anything to retain Sridhar, he replied ‘probably not’.

Why do so many promising employees leave their jobs? And why do so many others stay on but perform at minimal levels for lack of better alternatives? One of the main reasons Sridhar’s reasons-can be all but invisible, because it is so common in so many organizations; a systematic failure to keep good people.

Companies should worry about people like Sridhar. By investing in them they may actually help reduce turnover, save on training costs, increase productivity, improve quality, and reap the benefits of innovative thinking and teamwork.

Human resource professionals and managers can contribute to corporate success by encouraging employees’ empowerment, security, identity, and competence. How? By recognizing the essential components of keeping their best people and by understanding what enhances and diminishes those components.

Sridhar doubts that his firm will ever change, but other organizations are taking positive steps to focus on and enhance employee retention. As a result, they are reducing turnover, improving quality, increasing productivity, and saving on their training costs.

QUESTIONS:

21. Do you think that Sridhar’s had resorted to Job hopping? If so, what is meant by it?
22. What do you think were Sridhar’s satisfaction with and commitment to the job and firm he is leaving?
23. What lessons can this firm learn from the case of Sridhar? What can and should it now do?

(10+10+10 = 30 Marks)