

Name:
Enrolment No:



UNIVERSITY OF PETROLEUM AND ENERGY STUDIES
End Semester Examination, December 2022

Course: Human Resource Management
Program: MBA S&C (KPMG)
Course Code: HRES7007

Semester: I
Time: 03 hrs.
Max. Marks: 100

Instructions:

SECTION A
10Qx2M=20Marks

S. No.	Statement of question	Marks	CO
Q1.	KRA stands for?	2	CO1
Q2.	The process of familiarizing the new employees to the organization rules and regulations is known as a. Placement b. Induction c. Recruitment d. Selection	2	CO1
Q3.	Mention two ways of 'On the Job Training'.	2	CO1
Q4.	A written summary of content and context of job is called as: a. Resume b. Job description c. Job analysis d. None of these	2	CO1
Q5.	Human resource management emphasis a. Development of people b. Punishment of people c. Adoption of people d. None of these	2	CO1
Q6.	Methods of training and development are a. Off the job b. On the job c. Both (a) and (b) d. None of these	2	CO1

Q7.	Identifying the source of potential candidates and attracting them to apply for the job is called.....? a. recruitment b. rejection c. selection d. None of these	2	CO1
Q8.	HRM stands for.....?	2	CO1
Q9.	Define the Job Analysis in your words.	2	CO1
Q10.	Mention four HR functions.	2	CO1
SECTION B 4Qx5M= 20 Marks			
Q11	Discuss the role of HRM and highlight the technological innovations in HRM field.	5	CO2
Q12	Differentiate between Selecetion and Recruitment aspects of HRM.	5	CO2
Q13	Illustrate the required qualities of a person to be selected.	5	CO2
Q14	Demonstrate how Netflix reinvented the HR practices?	5	CO3
SECTION-C 3Qx10M=30 Marks			
Q15	Demonstrate HR strategy appraoches with example.	10	CO3
Q16	Demonstrate the structure of interview.	10	CO3
Q17	Discuss the role of technology in the HRM, evalute the career threat for human HRM professionals.	10	CO3
SECTION-D 2Qx15M= 30 Marks			
	<p style="text-align: center;">Improving Performance at the Hotel Paris</p> <p>The Hotel Paris’s competitive strategy is “To use superior guest service to differentiate the Hotel Paris properties, and to thereby increase the length of stay and return rate of guests, and thus boost revenues and profitability.” HR manager Lisa Cruz must now formulate appraisal policies and activities that support this competitive strategy, by eliciting the required employee behaviors and competencies. Lisa knew that the Hotel Paris’s performance appraisal system was inadequate. When the founders opened their first hotel, they went to an office-supply store and purchased a pad of performance appraisal forms. The hotel chain used these. Each form was a two-sided page. Supervisors indicates whether the employee’s performance in terms of various standard traits including quantity of work, quality of work, and dependability was excellent, good, fair, or poor. Lisa knew that, among other flaws, this appraisal tool did not force either the employee or the supervisor to focus the appraisal on the extent to which the employee was helping the Hotel Paris to achieve its strategic goals. She wanted a system that focused the employee’s attention on taking those actions that would contribute to helping the company</p>	15*2=30	CO4

	<p>achieve its goals, for instance, in terms of improved customer service. Both Lisa and the firm’s CFO were concerned by the current disconnect between (1) what the current appraisal process was focusing on and (2) what the company wanted to accomplish in terms of its strategic goals. They wanted the firm’s new performance management system to help breathe life into the firm’s strategic performance, by focusing employees’ behavior specifically on the performances that would help the Hotel Paris achieve its strategic goals. Lisa and her team created a performance management system that focused on both competencies and objectives. In designing the new system, their starting point was the job descriptions they had created for the hotel’s employees. These descriptions each included required competencies. The front-desk clerks’ appraisals now focus on competencies such as “able to check a guest in or out in 5 minutes or less.” Most service employees’ appraisals include the competency, “able to exhibit patience and guest support of this even when busy with other activities.” There were other required competencies. For example, the Hotel Paris wanted all service employees to show initiative in helping guests, to be customer oriented, and to be team players (in terms of sharing information and best practices). Each of these competencies derives from the hotel’s aim of becoming more service-oriented. Each employee now also receives one or more strategically relevant objectives for the coming year. (One, for a housecleaning crewmember, said, “Martha will have no more than three room cleaning infractions in the coming year,” for instance.)</p> <p>In addition to the goals- and competencies-based appraisals, other Hotel Paris performance management forms laid out the development efforts that the employee would undertake in the coming year. Instructions also reminded the supervisors that, in addition to the annual and semiannual appraisals, they should continuously interact with and update their employees. The result was a comprehensive performance management system: The supervisor appraised the employee based on goals and competencies that were driven by the company’s strategic needs. And, the actual appraisal resulted in new goals for the coming year, as well as in specific development plans that made sense in terms of the company’s and the employees’ needs and preferences.</p>		
<p>Q18</p>	<p>Choose one job, such as front-desk clerk. Based on any information you have (including job descriptions), write a list of duties, competencies, and performance standards for that chosen job.</p>		
<p>Q19</p>	<p>Based on that and based on classroom discussions create a performance appraisal form for appraising that job.</p>		