

GUJARAT TECHNOLOGICAL UNIVERSITY

MBA-SEMESTER-II-EXAMINATION-WINTER-2024

Subject Code: 4529204**Date: 16/01/2025****Subject Name: Human Resource Management****Time: 02:30 PM TO 05:30 PM****Total Marks: 70****Instructions:**

1. Attempt all questions.
2. Make suitable assumptions wherever necessary.
3. Figures to the right indicate full marks.
4. Use of simple calculators and non-programmable scientific calculators are permitted.

Q. No.	Question Text and Description	Marks
Q.1	Definitions / terms / explanations / short questions based on concepts of theory/practical 1. Induction 2. Stereotype 3. Performance management 4. Strike 5. Reliability of data 6. Wages 7. Job rotation	14
Q.2	(a) Define Human Resource Management & discuss the difference between Personnel Management and HRM	07
	(b) Describe Recruitment and selection process point out various resources of recruitment.	07
OR		
Q.2	(b) Manpower planning is the process of estimating the requirement of manpower”. Explain this statement by giving process of manpower planning in detail.	07
Q.3	(a) Explain the importance of training & development & further describe the need for evaluation of training program	07
	(b) What is appraisal feedback interview? Why it is important for a HR department to take it.	07
OR		
Q.3	(a) List out the problems of performance evaluation. How to overcome the performance evaluation problem?	07
	(b) How can a management know and resolve the employee grievances? Explain.	07
Q.4	(a) Describe the objectives and main provisions under the Factories Act, 1948	07
	(b) Discuss the various financial and non-financial rewards in motivating modern employees.	07
OR		
Q.4	(a) What are the main causes of industrial disputes? Explain the procedure of settlement of disputes as per the Industrial Disputes Act	07
	(b) Write down a note on Conflict management.	07

Q. 5

Case Study

KK computers solutions is an India based company having a countrywide network. It is considered as a leading software and hardware supply company having a turnover of 4,000 million cr. The company is growing rapidly and during the past year, the number of employees has increased from 3500 to 4500. Most of the employees are diploma and graduates in computer and IT field. The employees in the sales field are graduates in management. The work is highly pressured and task orientated against a huge reward programme.

The sales force in particular need strong presentation and negotiation skills since the market is very competitive. Recently, however, the company has had enormous difficulty in selecting the right caliber of staff for the sales role even though they are able to attract the candidates in sufficient numbers.

The HR manager analyzed the selection procedure to help and provide a model for the selection of the sales force. The model should allow the selection process to-

- Identify the differences between the recruits as per the role
- Carry out the identification of differences in reliable manner
- Make valid predication about the future performance of the candidates

The findings revealed some interesting features relating to the basic skills and attitudes needed for such a role. These are:

1. The first of these factors was what is seen as professionalism suggested as an ability to deal sensitively with prospective customers, being human rather than clinical
2. Style of behavior which was Non-threatening and non-arrogant but also challenging when required.
3. Skills like tolerance for ambiguity and a capacity to empathies with prospective customers.
4. Show pride in working with KK Computers Solution and their product. Using the above information, you are required to investigate an appropriate selection strategy with your answers.

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| (a) | .Which selection techniques could measure the attributes identified? | 07 |
| (b) | What types of test should be made to test the caliber of candidates? | 07 |

OR

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| (a) | How the HR Manager would operate for the selection of sales force? | 07 |
| (b) | If HR manager opt for alternate methods of selection, what are problems he/she may face? Justify Your Answer | 07 |
