



Name :
Roll No. :
Invigilator's Signature :

CS/MBA (N)/SEM-2 (FT)/MB-206/2012

2012

HUMAN RESOURCE MANAGEMENT

Time Allotted : 3 Hours

Full Marks : 70

The figures in the margin indicate full marks.

Candidates are required to give their answers in their own words as far as practicable.

GROUP - A

(Multiple Choice Type Questions)

1. Choose the correct answers for any *ten* of the following :

10 × 1 = 10

- i) The focus of HRM is to treat the employees as..... of the organization.
 - a) Tools
 - b) Assets
 - c) Components
 - d) None of these.
- ii) The main objective of HRP is to the human resource needs.
 - a) forecast
 - b) recruit
 - c) select
 - d) none of these.
- iii) The employee turnover rate is calculated as

$$\text{Turnover rate} = \frac{\text{Number of employees left in a year} \times 100}{?}$$

What will replace the question mark ?

- a) Total number of employees
- b) Half of the employees
- c) Average number of employees
- d) None of these.



- iv) Identifying the potential candidate for future key managerial position is called
 - a) Redundancy
 - b) Redeployment
 - c) Succession Planning
 - d) None of these.
- v) Shifting surplus employees to another branch or department is called
 - a) Redundancy
 - b) Redeployment
 - c) Succession Planning
 - d) None of these.
- vi) The example of 'on-the-job' training method is
 - a) Classroom lecture
 - b) Case study
 - c) Coaching
 - d) None of these.
- vii) The specialist role of a HR manager Takes a number of roles. Of these roles, which role ensures that all members of the management perform their respective roles concerned with effective use of human resources ?
 - a) The facilitator
 - b) The consultant
 - c) The executive
 - d) The auditor.
- viii) The HR department of Magnus textiles made sure that any vacancies in the organization first reached prospective candidates in the organization. Candidates from the organization responded to the job postings. What is the source of recruitment being used ?
 - a) Advertisement
 - b) Internal Search
 - c) Employee referrals
 - d) Campus recruitment.
- ix) To select a sales person in a FMCG company, what type of selection test should be used to judge the potential ?
 - a) Aptitude in sales
 - b) Language proficiency
 - c) Subject knowledge
 - d) In-depth knowledge.



- x) An IT firm wanted to reduce the number of employees because of the decrease in the number of projects. But the organization promised its employees that it would search for other opportunities for the displaced employees. What is the type of services being offered by the organization ?
- a) Outplacement b) Placement
c) Career growth d) Poaching.
- xi) In a job analysis method information was being gathered regarding a particular job from experts. What is the method of job analysis being used here ?
- a) Observation method
b) Technical conference method
c) Group interview method
d) Questionnaire method.
- xii) A method in which the participants analyze the problem and suggest solutions which are discussed in the class is
- a) Case study b) Lecture
c) Business games d) In-basket method.

GROUP – B

(Short Answer Type Questions)

Answer any *three* of the following. 3 × 5 = 15

2. Write in brief about stress interview.
3. Recruitment is positive, while selection is negative. Elucidate.
4. What is job evaluation ? Which method of job evaluation do you think is scientific and why ?
5. Write a note on job differentials.
6. Discuss the essentials for the success of HRIS.



GROUP - C

(Long Answer Type Questions)

Answer any *three* of the following. $3 \times 15 = 45$

7. a) "Performance appraisal helps in training needs of the employees." Comment on this statement.
b) Discuss some modern methods of performance appraisal. 7 + 8
 8. Suppose you are a personnel manager in a factory and there is a strike due to the demand of wage hike of the workers. But the company is not now in a position to hike the wages due to poor financial condition. What are the steps you will apply to minimize the tension and start the production at your factory ?
 9. a) Suggest a training program or a workshop for feedback skills.
b) Which one is better in your opinion – mentoring or coaching ?
c) How would you terminate an employee who is not performing ? 6 + 4 + 5
 10. a) Examine the concept of succession planning.
b) Differentiate career development from succession planning.
c) Describe the main features of modern succession planning. 4 + 6 + 5
 11. Give a detailed account of the nature, importance and role of Trade Unions in the process of industrialization and industrial development.
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