



**PRESIDENCY UNIVERSITY, BENGALURU
SCHOOL OF LAW**

Max Marks: 100

Max Time: 180 Mins

Weightage: 40%

Set B

COMPREHENSIVE EXAMINATION

I Semester 2016-2017 Course: BBL A 207 Human Resources Management 14 December 2016

Part A

(10 Q x 2 M= 20 Marks)

1. Define Strategic Human resource Management
2. Define Delphi Technique
3. Define Job Analysis
4. Define Selection
5. Define Induction
6. Define Attrition
7. Distinguish between Training and Education
8. Define Compensation?
9. What is meant by 'Contrast Effect'?
10. What is meant by Management Development?

Part B

(8 Q x 5 M= 40 Marks)

1. Explain the importance of HRM in the emerging scenario?
2. Discuss the problems in Human Resource Planning? How can you plan for the human resource requirement effectively?
3. What is Job Design? What are the approaches to Job design?
4. Evaluate the process of recruitment? What are the methods of external recruitment?
5. What are the major problems of interviews as a selection device? What can HRM do to reduce these problems?
6. Define Training. Explain the methods and approaches to training?

7. Define Performance Appraisal? Contrast the traditional methods of appraisal to the modern methods
8. Experts are of the opinion that we must pay for the individual and not the job. Comment

Part C

(2 Q x 20 M= 40 Marks)

1. You are an HR consultant to a small business with about 40 employees. Now the firm offers only 5 days of vacation, 5 paid holidays, and legally mandated benefits.
 - a) Develop a list of benefits you believe you should offer along with reasons and suggestions
 - b) What do you mean by Employee Stock Option Plan and Pay for Performance? State with reasons why you may recommend or not recommend this option?
2. After spending weeks on the job, Jenifer was surprised to discover that her father had not formally evaluated any employee's performance for all the years that he had owned the business. Jack's position was that he had 'a hundred high priority things to attend to', such as boosting sales and lowering costs, and in any case, many employees didn't stick around long enough to be appraisable anyway. Furthermore, contended Jack, manual workers such as those doing the pressing and cleaning did periodically get positive feedback in terms of praise from Jack for job well done, or criticism, also from Jack, if things did not look right during one of his swings through the stores. Similarly Jack was never shy about telling his managers about store problems so that they too got some feedback on where they stood.

This informal feedback notwithstanding, Jennifer believes that a more formal appraisal approach is required. She believes that there are criteria such as quality, quantity, attendance and punctuality that should be evaluated periodically even if a worker is paid on a piece rate. Furthermore, she feels quiet strongly that the managers need to have a list of quality standards for matters such as store cleanliness, efficiency, safety and adherence to budget on which they know they are to be formally evaluated.

Questions

- a) Is Jenifer right about the need to evaluate the workers formally? The managers? Why or why not?
- b) Develop a performance appraisal method for the workers and managers in each store?