



**PRESIDENCY UNIVERSITY, BENGALURU
SCHOOL OF MANAGEMENT**

Max Marks: 100

Max Time: 180 Mins

Weightage: 40%

Set A

COMPREHENSIVE EXAMINATION

I Semester 2016-
2017

Course: MBA A 115: **Human Resource Management**

20 January 2017

Part A

(10 Q x 2 M= 20 Marks)

1. What is meant by Competency based Job Analysis?
2. Define Succession Planning
3. Explain Compensation
4. What is Human Resource Information System?
5. What is meant by "Fast Track Programmes"?
6. Explain "Empowerment"
7. What do you mean by Internal Mobility?
8. What is 'Employee Leasing'?
9. Differentiate between Placement and Induction
10. Distinguish between Mentoring and Apprenticeship

Part B

(8 Q x 5 M= 40 Marks)

11. Define Human Resource Management? Illustrate how it is linked to management process
12. Discuss the nature of job analysis? What are the uses of job analysis information?
13. List and discuss the main outside sources of candidates?
14. What is meant by Management assessment centers? What are the methods used for evaluating the candidates?
15. List and explain main errors that undermine an interview's usefulness?
16. Explain briefly the four steps in training process?

17. "Performance appraisal is not merely an appraisal but is for accomplishment and improvement of performance". Discuss
18. You are a small business owner wishing to establish a benefit programme for your employees. What things should you consider to ensure that the programme is a success for your employees?

Part C

(2 Q x 20 M= 40 Marks)

Read the following cases and answer to the questions below

19. One Monday morning, Sanjay Nagpal, a recent recruit from a reputed management institute in Manipal walked into the sales office at Chennai as a new sales trainee. Raghavan, the Zonal manager for a large computer hardware firm was there to greet him. Raghavan's job consisted of overseeing the work of sales officers, field executives and trainee salesmen numbering over 50 of three areas namely Chennai, Bangalore and Trivandrum. The sales growth of computers, parts and other office equipment in his areas was highly satisfactory, especially in recent years- thanks to the developmental initiatives taken by respective state governments in spreading computer education in offices, schools and colleges, banks and other institutions.

Raghavan had collected several sales reports, catalogues and pamphlets describing in details the types of office equipment sold by the company. After a pleasant chat about their backgrounds, Raghavan gave Sanjay the collected material and showed him to his assigned desk.

Thereafter Raghavan excused himself and did not return. Sanjay spend the whole day scanning the material and at 5pm, he picked his things and went home.

Questions:

- a) Do you think it is essential to have an orientation/ induction program for the employees? Why
 - b) In this context, Design a sales training program for the new joinee?
 - c) What are the methods you would use? Elaborate.
20. You have been recruited as a Head of a Retail Consumer Division of a company
- a) What should be considered in evaluating the recruitment efforts of a big departmental store with over 20 branches in key metropolitan cities all over the country?
 - b) Construct a sample job description for the new recruits for hiring?



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Max Marks: 80

Max Time: 120 Mins Weightage: 20 %

Set B

MID TERM EXAMINATION

I Semester 2016-2017 Course: MBA A 115: Human Resource Management 25 October 2016

Instructions:

- i. Answer all questions
 - ii. Answer to the point
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Part A

(10 Q x 2 M= 20 Marks)

1. Define Selection
2. Define Job Enlargement
3. Define Supply Forecasting
4. Define Job Design
5. Define Strategic Human Resource Management
6. Define Human Resource Planning
7. Define 'Person Fit'
8. Define Attrition
9. What are the 3 P's of HRM?
10. Differentiate between Job Description and job Specification?

Part B

(6Q x 5 M= 30 Marks)

1. Describe the different facets of HR?
2. Bring out the difference between HR and Strategic HR?
3. Analyze the recruitment challenges faced by the recruitment managers in IT Firms?
4. Discuss the problems in Human Resource Planning? How can you plan for the human resource requirements in an effective manner?
5. Explain the transformation of Human Resource Management into a management function?
6. Describe various methods of selection?

Part C

(3Q x 10M= 30 Marks)

Carter Cleaning Company

If you were to ask Jennifer and her father what the main problem was in running their firm, their answer would be quick and short: Hiring good people. Originally begun as a sting of coin-operated laundromats requiring virtually no skilled help, the chain grew to six stores, each heavily depended on skilled managers, cleaner-spotters, and pressers. Employees generally have no more than a high school education (often less), and the market for them is very competitive. Over a typical weekend, literally dozens of ads for experienced pressers or cleaner-spotters can be found in area newspapers. All these people usually are paid around per hour, and they change jobs frequently. Jennifer and her father thus face the continuing task of recruiting and hiring qualified workers out of a pool of individuals they feel are almost nomadic in their propensity to move from area to area and job to job. Turnover in their stores (as in the stores of many competitors) often approaches 400%. "Don't talk to me about human resource planning and trend analysis" says Jennifer. "We are fighting on economic war and I'm happy just to be able to round up enough applications to be able to keep my trenches fully manned"

In light of this problem, Jennifer's father asked her to answer the following questions:

1. How would you recommend we go about reducing the turnover in our stores?
2. Provide a detailed list of recommendations concerning how we should go about increasing our pool of acceptable job applications so we no longer face the need to hire almost anyone who walks in the door.
3. What are the different kinds of advertisement you use? Explain in the detail the pros and cons of each method.



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Max Marks: 80

Max Time: 120 Mins Weightage: 20 %

Set B

MID TERM EXAMINATION

I Semester 2016-2017

Course: MBA A 115: Human Resource Management

25 October
2016

Instructions:

- i. Answer all questions
- ii. Answer to the point

Part A

(10 Q x 2 M= 20 Marks)

Sr. No	Questions	Answer Keys	Marks
1	Define Selection	Definition	2 Marks
2	Define Job Enlargement	Definition	2 Marks
3	Define Supply Forecasting	Definition	2 Marks
4	Define Job Design	Definition	2 Marks
5	Define Strategic Human Resource Management	Definition	2 Marks
6	Define Human Resource Planning	Definition	2 Marks

7	Define 'Person Fit'	Definition	2 Marks
8	Define Attrition	Definition	2 Marks
9	What are the 3 P's of HRM?	Definition	2 Marks
10.	Differentiate between Job Description and job Specification?	Definition	2 Marks

Part B

(6 Q x 5 M= 30 Marks)

Sr. No	Questions	Answer Keys	Marks
1	Describe the different facets of HR?	HR as a facilitating partner but now it moving to Business strategic partner	Concept: 2 Marks Explanation: 3 Marks
2	Bring out the difference between HR and Strategic HR?	HR deals with normal functions while SHRM is more towards aligning business goals to HR functions	Concept: 2 Marks Explanation: 3 Marks
3	Analyze the recruitment challenges faced by the recruitment managers in IT Firms?	Traditional recruitment to e-recruitment and walk-in	Concept: 2 Marks Explanation: 3 Marks
4	Discuss the problems in Human Resource Planning? How can you plan for the human resource requirements in an effective manner?	HR planning helps to forecast demand and supply. Internal supply and external supply.	Concept: 2 Marks Explanation: 3 Marks
5	Explain the transformation of Human Resource Management into a	HR is more of a strategic partner. Gives more focus to talent management and	Concept: 2 Marks Explanation: 3 Marks

	management function?	managing intellectual capital	
6	Describe various methods of selection?	Physical test, Cognitive ability test, integrity test.	Concept: 2 Marks Explanation: 3 Marks

Part C

(3Q x 10M= 30 Marks)

Sr. No	Questions	Answer Keys	Marks
1.	How would you recommend we go about reducing the turnover in our stores?	Concept of HR planning, recommendations	Concept: 3Marks Explanation : 7Marks
2.	Provide a detailed list of recommendations concerning how we should go about increasing our pool of acceptable job applications so we no longer face the need to hire almost anyone who walks in the door.	Methods of recruitment	Concept: 3Marks Explanation : 7Marks
3.	What are the different kinds of advertisement you use? Explain in the detail the pros and cons of each method.	Job portals, print and online advertisement, Internal posting.	Concept: 3Marks Explanation : 7Marks