

**GUJARAT TECHNOLOGICAL UNIVERSITY****MBA - SEMESTER– II EXAMINATION – WINTER 2019****Subject Code: 4529204****Date: 31-12-2019****Subject Name: Human Resource Management****Time: 2.30 PM to 5.30 PM****Total Marks: 70****Instructions:**

1. Attempt all questions.
2. Make suitable assumptions wherever necessary.
3. Figures to the right indicate full marks.

- Q.1** Define these terms in short: **14**
- a. Strategic Human Resource Management.
  - b. Industrial Conflict.
  - c. HR Scorecard.
  - d. BARS
  - e. Job Enlargement
  - f. Poaching
  - g. Talent Management.
- Q.2** (a) Explain process of selection and briefly illustrate barriers to selection **07**
- (b) Right type of manpower planned at the right time can give the optimum results". Briefly mention the process of Human Resource Planning and in short tell the various tools of forecasting which can be used. **07**
- OR**
- (b) Industrial dispute shows negative aspects of management and labor relations. Briefly explain the various methods for settlement of industrial dispute and also underpin the concept of industrial dispute. **07**
- Q.3** (a) Differentiate between training and management development and brief the various methods of training utilized by organization. **07**
- (b) Performance appraisal tools effectiveness depends upon the organization and job profile which is to be evaluated. Justify the statement by describing various techniques of appraisals and in short mention the process of appraisal. **07**
- OR**
- Q.3** (a) Define grievance and detail the process of grievance redressal mechanism. **07**
- (b) Discuss in detail Trade Union Act 1926, with respect to provisions related to registration, dissolution and rights and duties of trade union. **07**
- Q.4** (a) Welfare practices goes a long way in building employee engagement. Detail the concept of employee welfare and discuss in short the provisions of welfare as per Factories Act,1948 **07**
- (b) Collective bargaining serves as yardstick for managing sound industrial relations. Justify the statement underpinning the process of collective bargaining, objectives of collective bargaining and types of collective bargaining. **07**
- OR**
- Q.4** (a) Detail Maternity Benefit Act,1961 with respect to objectivity, applicability, benefits, forfeiture and penalties **07**
- (b) Pay Equity can be justified by Job-evaluation. Justify the same by underpinning the concept of job evaluation and various techniques which can be used for job evaluation **07**

**Q.5**

E- value serve limited is a Bangalore based software company which markets the IT Products with a capacity of 1000 employee. The company follows a strict employment recruitment policy. The employees selected will be trainees with the company and after completion of their training they will be absorbed at the entry level managerial position. The company also follows the procedure that only the entry level recruitment would be done externally and while the high-level positions will be occupied by the internal employees through promotions and transfers. So the employees have mentioned stipulated periods when the promotions are done. Only in case of emergency the company invited application externally for high level positions.

In the year 2000 the company really needed as assistant manager (marketing due to termination of the present one. So, the company invited application for the following position through newspaper and references of present employees. There were 3 employees who were just promoted as assistant managers because of their performance.

The job specification was that the candidate should have at least 1 year of experience in marketing and preference will be given to the candidate who have marketed IT products with any organization. Mr Robin Thomas who had just completed 2 years of service in retail applied for the following position and got selected. He agreed with the job profile and joined the organization in 2000. Now as the company declared the promotion dates for the employees he will be promoted as marketing manager in the year 2005 and other 3 employees will be promoted in the same year but earlier than Mr. Robin

Now in the year 2003 there came an urgency of the marketing manager due to sudden resignation. And the company decided to give advertisement in the newspaper to invite direct recruitment the job specification was mentioned as the candidate should have at least 5 years of experience in marketing. Mr. Robin also met the specification and also applied for the job. But he was not called out of the other applicants. As he had 2 years of experience earlier and he already completed 3 years with the company so he should be considered for the position. Looking to following situation he applied through the proper channel. But his application was not accepted. He could not understand the logic behind, and he resigned from the job.

- (a) What is the problem in this case? **07**
- (b) Is it right on the part of the company not to call Mr. Robin for the interview? **07**

**OR**

- (a) Is Robins grievance genuine? If it was genuine then what can be the impacts on performance of employees in future? **07**
- (b) As the Vice President ( HR ) how would you have handled this situation **07**

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