

Seat No.: \_\_\_\_\_

Enrolment No. \_\_\_\_\_

**GUJARAT TECHNOLOGICAL UNIVERSITY**  
**MBA– SEMESTER -II - EXAMINATION- SUMMER-2023**

**Subject Code: 4529204**

**Date: 14/07/2023**

**Subject Name: Human Resource Management**

**Time: 10:30 AM TO 1:30 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.	Explain the below terms.	Marks
Q.1	(a) SHRM (b) Competency (c) Assessment Center (d) Management Development (e) ESOP (f) 360 Degree Feedback (g) Strike	14
Q.2	(a) Why is it important for companies today to make their HR into a competitive advantage? Explain how HR can contribute to doing these.	07
	(b) Explain in detail the recruitment and selection process.	07
	<b>OR</b>	
	(b) What are the Pros and Cons of five sources of Job Candidates?	07
Q.3	(a) What is Job analysis? What are the different methods for data collection explain in detail?	07
	(b) Explain in detail the five-stage process of Training & Development in the Organization.	07
	<b>OR</b>	
Q.3	(a) What is Job Evaluation? Which are the different methods of Job Evaluation? Explain in detail the point method of Job Evaluation with its advantage & Disadvantage.	07
	(b) What is meant by performance appraisal? What are the essentials of a good appraisal system? How is it related to productivity?	07
Q.4	(a) Why is Knowledge Management required? Explain the Knowledge Management Process.	07
	(b) What is Industrial Relation? Elucidate the different functions of Industrial Relations.	07
	<b>OR</b>	
Q.4	(a) What is Social Security? Why is it required?? Explain in brief the social security schemes in India.	07
	(b) Elaborate on Industrial Dispute; explain the method to resolve Industrial Dispute.	07

**Q.5**

**CASE STUDY: PERFORM OR PERISH**

Deven Gandhi has been employed for 4 years in the accounts department of a large automobile service station in Mumbai. The service station is the biggest one in the state of Maharashtra and is a listed company on the Mumbai stock exchange, employing over 650 employees. The accounts department consists of 22 employees, mostly commerce graduates with professional qualifications like CA, ICWA, ICSI, CFA to their credit. Since the service station is the authorized dealer for most car manufacturers in India, it must serve the needs of a large army of customers in and around Mumbai. To improve operational efficiency, the accounts section has been fully computerized, and all employees have been asked to undergo training accordingly.

You have been the office manager for the past six years and recently, you have been asked by management to conduct a random sampling of the quantity and quality of employee output after the computerization program is over. With the exception of Deven Gandhi, all seem to be producing at or close to the standards set earlier in the year. Along with numerous computational errors, Gandhi's work is characterized by low performance - often he does 20 percent less than the other clerks in the department. As you examine Gandhi's work again, you begin to think about some sort of remedial training in computerized accounting operations for people like him immediately.

- (a) What is the issue in this case? **07**
- (b) If you find Gandhi has been inadequately trained (in a hurried manner), how do you go about introducing a remedial training program? **07**

**OR**

- Q.5** (a) Should you monitor his work more closely? Can you do this without making it obvious to him and his co-workers? **07**
- (b) Is it not advisable to discuss the situation with Gandhi before the next performance review commences? **07**

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