

GUJARAT TECHNOLOGICAL UNIVERSITY
MBA– SEMESTER –II-EXAMINATION – WINTER-2023

Subject Code:4529204**Date: 17-01-2024****Subject Name: Human Resource Management****Time:02:30 PM TO 05:30 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.1 (A) Define following terms briefly** **14**
1. Human Capital
 2. Industrial Conflict
 3. Works Committee
 4. Development
 5. 360-degree feedback
 6. Social Security
 7. Employee Welfare
- Q.2 (A) What is “HRM”? Explain the recent challenges faced by HR Managers in today’s competitive scenario.** **07**
- (B) What is Job Analysis? Compare different methods of data collection technique for Job Analysis?** **07**
- OR**
- (B) MD of Triple A Ltd says that HRP is a waste since everything is changing fast. How can the HR manager convince the MD about the usefulness of HRP?** **07**
- Q.3 (A) Write a short note on both: 1. Talent Management** **07**
2. HR Score card
- (B) Interview is a widely used techniques in any selection process. What are the types of interviews that can be used by an HR manager? List out major mistakes that can occur during interview.** **07**
- OR**
- Q.3 (A) State the methods of resolving industrial dispute. Explain any three of your choice.** **07**
- (B) “Performance Appraisal should be multifaceted. Supervisors should evaluate their employees, and employees should be able to evaluate their supervisors and customers should evaluate them all” – Explain.** **07**
- Q.4 (A) Detail the maternity Benefit Act,1961 with respect to its objective, benefit, penalties. and amendments.** **07**

- (B) Job Rotation, Job Enlargement and job Enrichment are simply attempts by managers to avoid individuals at work”- Comment. 07

OR

- (A) Discuss the provisions of health under the Factory’s Act. 07
- (B) Mr. Aman, HR manager is entrusted with responsibilities of evaluating newly created jobs in a chemical industry. With reference to this, explain the process of Job Evaluation. 07

Q.5 Analyze the following case and answer the questions given below:

Mr. Joseph has been employed for six months in the accounts section of a large manufacturing company in Faridabad. You have been his supervisor for the past three months. Recently you have been asked by the management to find out the contributions of each employee in the accounts section and monitor carefully whether they are meeting the standards set by you. A few days back you completed your formal investigation and with the expectation of Joseph, all seem to be meeting the targets set by you. Along with numerous errors, Joseph’s work is characterized by low performance. Often, he does 20 percent less than the other clerks in the section. As you look into his performance review sheets again, you begin to wonder whether some sort of remedial training is needed for people like him.

Question (a): Can you find out whether the poor performance is due to poor training or some other cause? 07

Question (b): If you find Joseph has been inadequately trained, how do you go about introducing a remedial training program? 07

OR

Question (a): If he has been with the company for six months, what kind of remedial program would be best? 07

Question (b): Bring out the relevance of training and development Program? 07
