

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

**GUJARAT TECHNOLOGICAL UNIVERSITY****MBA (International Business) – SEMESTER 2 – EXAMINATION – SUMMER 2019****Subject Code: 1529304****Date: 13/05/2019****Subject Name: Managing Human Resource (MHR)****Time: 10:30 AM To 01:30 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 in short: **14**
- (a) Human Capital
  - (b) Induction.
  - (c) Gamification
  - (d) Upskill
  - (e) Employer Branding
  - (f) Value.
  - (g) Ethics

- Q.2** (a) Personnel management has evolved over a period of time into HRM. Detail the concept of HRM and differentiate between personnel management and human resource management. **07**
- (b) Human resource planning acts as a first step to initiate the H.R functions in the organizations. Detail the process of HRP focusing on the various techniques which can be used for forecasting manpower needs. **07**

**OR**

- (b) Define staffing and detail the process of staffing employed in the organizations. **07**
- Q.3** (a) What are factors which should be considered before deciding the compensation in the organization. **07**
- (b) Performance appraisal serves as an important yardstick to measure the performance of an employee. Detail the process of performance appraisal and detail the various techniques of appraisal. **07**

**OR**

- Q.3** (a) Differentiate between training and development and detail the various techniques of training. **07**
- (b) With concept of dual work force the concept of work life balance has taken a prominent role in HR practices of the organization. Detail the concept of work life balance and discuss in short the various techniques which are employed in the organization for facilitating the same. **07**
- Q.4** (a) Define labor relations. Discuss in short the various techniques which can be employed to maintain a sound labor relations. **07**
- (b) Employee benefits go a long way in retaining the employees. Discuss the various employee benefit programmes facilitated by employer focusing on the cost saving generic medication; employee wellness and health savings and retirement **07**

**OR**

- Q.4 (a) Expatriate pay needs to be on bit higher side as compared to native of the country. Validate the statement by highlighting the various mods of pay for expatriate and allowance to be paid to them 07
- (b) Stress management is need of an hour. Design various techniques for stress management which can be used in the organization. 07

**Q.5 CASE STUDY:**

After the unexpected floods that hit the city of Mumbai in July 2005, causing wide spread damage to life and property John Alex was in dilemma. John heads the HR and administration department of a national level NGO that works to improve the urban quality of life in the city of Mumbai. The NGO focuses on promoting community based solid waste management and other initiatives in localities like Dharavi, the largest slum in the city. It had 25 full time employees in Mumbai and at any given point of time has four or five volunteers, working part time. The floods had affected the lives of many existing employees of the NGO too. John had never considered drawing formal job descriptions earlier because the existing employees knew their job very well and this knowledge was transmitted verbally to any new employee. The work Culture was also such that all employees helped each other in the jobs as and when required.

However, after the flood water receded, the NGO had to take immediate action. A detailed survey of the areas had to be undertaken to determine the extent of the damage caused. While three employees of the NGO had experience in conducting such surveys this time the scope and coverage of the survey was going to be larger. Also, all three of them were engaged in other work so they cannot be involved full time. John decided to recruit 25 final year statistics students from local colleges as part time interns for one month. To give them a proper idea about the job, John wanted to develop a job description interns and wanted to consult the existing employees. The proposal was not received well by the current employees who thought that the time was not right for such an exercise and was required was action not documentation or bureaucracy or paper work

- (a) What is the main problem in the case. 07
- (b) Should john have proposed the idea developing job descriptions for the interns? Give reasons for the same. 07

**OR**

- Q.5 (a) What advantage will the formal Job Description given in terms of job Evaluation? 07
- (b) Propose a job description for the intern. 07