

**GUJARAT TECHNOLOGICAL UNIVERSITY**  
**MBA – SEMESTER 2 – EXAMINATION – WINTER 2018****Subject Code:3529205****Date:27/12/2018****Subject Name: Human Resource Management.****Time:2.30 p.m.to 5.30 p.m.****Total Marks: 70****Instructions:**

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

<b>Q. No.</b>		<b>Marks</b>
<b>Q.1</b>	Write a short note: a) Job Analysis b) HR Planning c) Induction d) Job Description e) Strategic HRM f) Competency Mapping g) Green HRM	<b>14</b>
<b>Q.2</b>	(a) “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.	<b>07</b>
	(b) Describe the importance of compensation in Human Resource Management. What factors are considered in wage determination.	<b>07</b>
	<b>OR</b>	
	(b) What is Job Analysis? Compare different methods of data collection technique for Job Analysis?	<b>07</b>
<b>Q.3</b>	(a) How training is useful for HRM? Explain the five step Training and Development process in detail	<b>07</b>
	(b) Describe the objectives and main provisions under the Factories Act, 1948 with respect to welfare and safety provisions.	<b>07</b>
	<b>OR</b>	
<b>Q.3</b>	(a) Collective Bargaining is the principal raison d’être of the trade union” explain the statement in relation with trade union and collective bargaining	<b>07</b>
	(b) Compare following methods of Job Evaluation: ranking, factor comparison and point method.	<b>07</b>
<b>Q.4</b>	(a) Employee engagement serves as one of tool for boosting employee productivity. Justify the statement by underpinning the concept of employee engagement, factors contributing to employee engagement and consequences of employee engagement	<b>07</b>

- (b) Detail the maternity Benefit Act, 1961 with respect to its objective, benefit, penalties, and amendments. 07

**OR**

- Q.4** (a) Explain the Payment of gratuity Act, 1972 with respect to its objective, nomination, calculation and forfeiture 07
- (b) What are the causes of Industrial disputes? Explain the statutory machinery for prevention and settlement of disputes in India 07

- Q.5** E- value serve limited is a Bangalore based software company which markets the IT Products with a capacity of 1000 employees. 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 employers 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 that and he resigned from the job.

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

**OR**

- Q.5** (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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