

GUJARAT TECHNOLOGICAL UNIVERSITY

MBA – SEMESTER 02 – • EXAMINATION – SUMMER 2016

Subject Code: 2820004

Date: 12/05/2016

Subject Name: Human Resource Management (HRM)

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 (a)** Which theory states that employees form beliefs about pay fairness by comparing their outcome/input ratio to that of a referent other? **06**
1. A. Contingency theory B. Equity theory
 - C. Expectancy theory D. Consistency theory
 2. Which approach to the study of leadership is associated with Theory X and Theory Y?
 - A. Trait approach B. Situational approach
 - C. Behavioristic approach D. Style approach
 3. What is defined as the organization's attempt to add to, maintain, or readjust its total human resource complement in accordance with its strategic business objectives?
 - A. Recruitment B. Selection
 - C. Staffing D. Training and Development
 4. What error in rating is the result of raters not using the extremes of the rating scale?
 - A. Extremity error B. Similarity error
 - C. Central tendency error D. Halo error
 5. According to Herzberg's Two Factor Theory, what is the role of hygiene factors?
 - A. their presence leads to feelings of neutrality B. their absence leads to feelings of satisfaction
 - C. their presence leads to feelings of satisfaction D. their absence leads to feelings of neutrality
 6. Which of the following reflects the relatively stable behavioral tendencies that individuals display across a variety of situations?
 - A. Motivation B. Personality
 - C. Emotion D. Perception
- Q.1 (b)** Write short note on: **04**
1. Job Analysis
 2. HR Planning
 3. Induction
 4. Job Description
- Q.1 (c)** Explain the objectives and major activities of ILO. **04**
- Q.2 (a)** What do mean by HRM? Explain the importance of HRM in Indian context. **07**
- (b)** Discuss critically the various external sources of recruitment. What are the relative merits and demerits of these sources? **07**

OR

- Q.3** (a) Explain in brief Trade Union? What are the procedures for Trade Union to register under Trade Union Act, 1926? **07**
- (b) Write a note on Ethnocentric, Polycentric and Geocentric as to classify top executives' values **07**

OR

- Q.3** (a) Explain the provisions of strike and lock-out under Industrial Dispute Act, 1947 **07**
- (b) Explain the objectives and limitation of Minimum Wages Act. **07**

- Q.4** (a) Discuss some major mistakes that take place during interview process. If you are an interviewer, how would you avoid them? **07**
- (b) Define Industrial Dispute? Explain the method to resolve Industrial Dispute. **07**

OR

- Q.4** (a) Discuss Safety provision as contained in Factories Act, 1948. **07**
- (b) Explain the objectives of Worker's Participation in Management with different methods? **07**

- Q.5** A large, well known Canadian company had found full depreciation of the equipment which was used to make specialized automobile companies for north-American automobile producers. Although the equipment had been well maintained and worked well, it required to be handled by a large number of labourers. The result was the high labour costs that made the company's brake assemblies, manufacturer, and related products unprofitable. A decision was made to replace the equipment with more highly automated, numerically controlled machine tools. Since the economic value of the old equipment exceeded its value as scrap, the equipment was shipped to the company's Brazilian operations, where labour costs were considerable lower. **14**

Upon arrival and after the setting up of a new facility, the company received numerous profitable orders from Brazil's rapidly growing automobile industry. Though the labour hours per product remained about the same the lower Brazilian labour rates allowed the new facility to be profitable. Soon a second shift was added and with it problems began.

The equipment began to experience a growing "downtime" because of machine failures and quality- particularly on part dimensions- declined dramatically.

At a staff meeting the Brazilian plant manager met his staff, including several industrial engineers who had been trained in Canada and the United States. The engineers argued that the problems were almost certainly caused by maintenance since the machinery had worked well in Canada and initially in Brazil. The HR director agreed that it was perhaps the question of maintenance of the old machinery but he also noted that many of the on-machine instructions and maintenance manuals had not been translated into Portuguese. He also observed that the problems began after the second shift was hired.

Questions:

1. From the discussion of job analysis information and job design, what actions would you recommend to HR department?

2. Given the problems associated with the second shift, what differences would you look for between first shift and second shift workers?

3. Since the Canadian workers had considerable experience with the equipment but the workers particularly in second shift in Brazil had very little experience, what implications do you see for the job design?

OR

Q.5

Hindustan Lever Limited is a reputed multinational company. It considers selection as an event in the total process of acquiring and developing managers. The company believes that the selection process must be consistent with other events in the total process for it to be effective. Hindustan Lever has been one of the most favoured companies by the prospective candidates for managerial position. The selection process of the company can be broken into three steps: such as- Screening of application forms, preliminary interview, and final selection.

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Screening of Applications Forms:

In the first step the company usually receives a large number of applications for the positions advertised or through campus interview. Thereafter such applications are screened. Such applications usually contain brief information about the candidates. The selected candidates are then required to fill in a detailed application form. This form is quite elaborate and seeks factual information about the candidate and also about his attitudes and personality. A more strict screening of applications is made in this step. The company believes that to select a candidate it will not be enough to see the application forms only which may not be very reliable measure to select or reject the candidate. This calls for a brief preliminary interview to be held by company to get the best talents. So such interviews are conducted to interview as many candidates as is administratively possible.

Preliminary interview:

Preliminary interview is conducted for about ten to twenty minutes usually by one manager. During this brief personal contact, some time is spent in discussing the nature of the job, the future career possibility of the applicant and the company's policy in this regard. Often a second interview is conducted before the applicant is rejected or selected for further consideration.

Final Selection:

Final selection process is quite elaborate. This stage consists of two aspects- group discussion and final interview. Group discussion is conducted in two stages. In the first group discussion, the chairman of the panel of selectors requests the group to select a subject which can be economic, political, social educational or even a lighter subject. The subject is decided by the group itself out of the various topics given to it. When the topic is finalized, the members of the group discuss it. In the second group discussion, a case is given. The case is distributed in advance. The evaluation of the group discussion is done by a board consisting of the personnel director, the director of the division in which the applicants have to be absorbed, a senior manager of the same division, and a senior manager of other division. The board evaluates the candidates along the following factors: Style of self introduction by the candidate, his general knowledge and knowledge of his subject, clarity of thought and logic, lucidity of expression, tolerance of others views, persuasiveness and leadership qualities.

After the group discussion, personal interview is conducted by the board. On the completion of the individual interviews, the board members held discussion among themselves and then arrive at a consensus.

Question:

1. What type of selection should be adopted by the company?
2. What is considered in time of screening the application forms?
3. What is the basic objective of the preliminary interview?
4. What should be the size of groups for final selection?