

Seat No.: _____

GUJARAT TECHNOLOGICAL UNIVERSITY
MBA (PART TIME)– SEMESTER 3– EXAMINATION – 2018**Subject Code: 3539902****Date: 04/12/2018****Subject Name: Human Resource Management****Time: 10:30am To 01:30pm****Total Marks: 70****Instructions:**

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

Q. No.		Marks
Q.1	Explain terms (a) What is HR Audit (b) Exit Interview (c) What is Job Evaluation (d) What is model grievance procedure (e) Mentoring (f) Performance Appraisal (g) What is Simulation	14
Q.2	(a) Explain the types of training with advantages and disadvantages	07
	(b) Explain the different steps in selection process.	07
OR		
	(b) Discuss various types of recruitment process that are followed in an organization.	07
Q.3	(a) Explain the importance of Executive development programmes and its purpose, methods and efficacy	07
	(b) Discuss the various steps involved in Performance evaluation process	07
OR		
Q.3	(a) Explain grievance redressal methods adopted in any Indian Organization	07
	(b) Discuss the various role of HR manager in an organization.	07
Q.4	CASE STUDY: Jatin Shah, one of your assistants in a fire insurance company, is in charge of a group of clerical workers who review changed policies, endorsements, and riders, calculate commissions, and maintain records. He is very meticulous, and everything coming out of his group is perfect. He does not delegate authority and responsibility but rechecks in detail all the work turned out by his group. He keeps turning back to them careless and inaccurate work until it is perfect. As a result he is busy from early morning until late at night doing detail work and neglecting his role as supervisor.	

His workers have figured him out and are taking it easy. They do slapdash work and correct it as often as he returns it.

You are afraid that Jatin is overworking and heading for a nervous breakdown. You have told him in general terms to delegate authority and responsibility and to discipline his group. He says that you just can't find people any more who have pride in their work or concern for the company and that if he fires any of his people or they quit the replacements would probably be worse.

(a) What are some of the reasons why people do not delegate authority and responsibility? **07**

(b) What are Jatin responsibilities as a supervisor? **07**

OR

Q.4 (a) What are some of the leadership characteristics that Jatin lacks? **07**

(b) How can you go about developing them in him? **07**

Q.5 CASE STUDY:

The general manager has hired the services of a personnel administrator but has purposely not defined the newcomer's role in the organisation.

You, a line supervisor, have become involved in several arguments with this personnel administrator when he attempted to relieve you and other supervisors of the authority for transferring and promoting employees, changing pay rates, and other matters on which he should only be advising line management. You feel that he does not have the proper perspective for his job and that he is trying to take over more and more power in order to create a good job for himself.

You have mentioned this usurping of authority to your boss, the general manager, and have asked him to define the personnel job. The boss has answered that he is allowing the personnel administrator to find his own niche in the organization. You feel that the morale of the people in your department will suffer unless the personnel administrator's position is made clear.

(a) Discuss the above situation from a line point of view. **07**

(b) Discuss the situation from a personnel administrator's point of view. **07**

OR

Q.5 (a) Develop a practical working relationship based on the principles of good organization. **07**

(b) It is desirable to allow the personnel administrator to find his own niche in the organization? **07**
