



Institute of Management
JK Lakshmipat University, Jaipur

END TERM EXAMINATION Nov-Dec 2018

BBA/B.Com Sem- III
MM: 40 Marks
Regular/Backlog

Course: Managing Human Resources
Time: 2 hrs.
Subject code: HR 11

Section –A

Attempt Any 3 Questions

- Q1. Explain the role of HR in formulation of strategies in the organization. What are the future Challenges before managers? (10 marks)
- Q2. Suppose you are a supervisor. What errors might you make when doing an employees' performance appraisal (10 marks)
- Q3. Assume you have to develop an HR plan for a new generation private sector bank having branches in major towns in India: what specific external factors would be important for you to consider .Why? (10marks)
- Q4. You are a small business owner wishing to establish benefit programme for your employees. What things should you consider to ensure that the programme is success for your employee citing the objectives of wage and salary administration? (10 marks)
- Q5. Explain the following in brief:
a) HR Auditing
b) BARS
c) Industrial Relations
d) Fringe Benefits
e) 360 Degree feedback (5x2=10 marks)

Section- B is Compulsory

- Q7. The Loha Manufacturing Company is in a very competitive metal product business. It employs 400 people. Because of the similarity in the product design and competitive prices with those of its competitors, it maintains its sales by emphasizing quality and service. About a year ago the company lost two of its major customers, who have been dissatisfied with excessive manufacturing defects. After studying the problem, the company decided that its basic engineering was sound but carelessness and lack of quality consciousness on the part of production workers, inspectors, and manufacturing supervision were a prime cause of the trouble. Accordingly, it introduced a quality control programme to solve the problem. The course was given after working hours, from 7.00 to 9.00 p.m. each Thursday for 10 weeks. Employees were not paid any additional amount to attend the classes. Technically, attendance was Training and Development 49 For free study notes log on: www.gurukpo.com voluntary; however, management intimated that employees who attended sincerely would have the fact recorded in their personnel records. This fact would be considered in future pay rise and promotions. The course was taught by a staff engineer from the quality control department. The course methodology mainly consisted of lectures, and at times movies on quality control and some discussions. The course covered such topics as the need for high quality, "quality can't be inspected into a product, it must be built in", conditions affecting quality, costs of poor quality, inspection standards, inspection procedures and methods, statistical quality control, sampling inspection, and control chart procedures. The course was open to all interested employees in the plant, including supervisors. Attendance at the early sessions averaged around fifty. Toward the end of the course it has declined to about twenty-five. The training manager made the following comment at the conclusion of the course : —Rajan (the instructor) did a good job of lecturing. He was interested, informative, and spiced his talks with humor at appropriate times. It was not his fault that attendance fell off."

Questions :

- (1) Do you think this training programme was organised and administered properly? Why? (5+5=10 marks)
- (2) Are there any other training methods that could properly have been used?