

Name. _____		Printed Pages:02		
Student Admn. No.: _____				
<b>School of Business</b> <b>Backlog Examination, June 2023</b> <b>[Programme: BBA ] [Semester:II ] [Batch: ]</b>				
Course Title: Human Resource Management		Max Marks: 100		
Course Code: F010202TA		Time: 3 Hrs.		
<b>Instructions:</b>	1. All questions are compulsory. 2. Assume missing data suitably, if any.			
		K Level	COs	Marks
<b>SECTION-A (15 Marks)</b>		<b>5 Marks each</b>		
1.	"HR functions plays a vital role in the whole scheme of management of an industrial organization." Illustrate with the support of relevant examples.	K2	CO1	5
2.	You are hiring someone for a job of sales executive at a real estate. Which sources of recruitment would you chose or avoid? Explain	K2	CO2	5
3.	Suppose a key employee has just resigned and you are the department manager. After you have sent your request for replacement how could you help the recruiter to find the best replacement	K2	CO2	5
<b>SECTION-B (40 Marks)</b>		<b>10 Marks each</b>		
4.	Amron telecom is a one-year-old start-up, in the mobile phone services business, which did well in the year one and needs to plan for year two of operations. It currently is a 20-employee strong, with 14 people in the coding team two architects and a four-member sales team. It sold to three customers during the first year and feedback has been very good. For year two the founder CEO proposes to retain the service offerings as is and focus on customer satisfaction as well as target at least five new customers. The company will close year one with a modest revenue of one crore. As a small start-up they do not have the time to attend do the planning exercise and have hired your team to help them chart out a plan for year two. List all the information you will need to consider.  Prepare HR plan for this company for the next year.	K2	CO1	10
5.	Develop a Job description and Job specification for HR Manager-Telecom sector, keeping in mind that the organization is operating in all major metros in India.	K3	CO2	10
6.	Illustrate the process of performance appraisal for the position of product quality engineer of a manufacturing unit.	K3	CO3	10
7.	You are an owner of a small Real Estate firm, wishing to design an efficient compensation management plan for the employees. While designing what things should you consider ensuring that it results into a meticulous & successful plan?  OR You are the HR consultant to a small business firm with about 40 employees. At the present time the firm offers only five days' vacation,	K3	CO4	10

	five paid holidays & legally mandated benefits. Develop a list of other benefits you believe should be offered along with reasons for suggesting them.			
<b>SECTION-C (45 Marks)</b>		<b>15 Marks each</b>		
<b>8.</b>	Suppose you are going to design a training program for a newly hired HR executive. Results from the needs assessment indicate that they will need training on company policies and procedures, understanding & implementing the recruitment processes, and understanding & implementing new hire orientation & placement processes. What training methods would you choose? Explain your choices.	K4	CO3	15
<b>9.</b>	Wipro is now implementing a new evaluation system where feedback will be more frequent and quarterly, as opposed to a one-time annual process. 'Explain the reasons behind WIPRO dropping bell curve method of appraisal.	K5	CO4	15
<b>10</b>	<p>A multinational company in food processing sector has been operating in India for about 2 decades. The company has recently decided to expand its manufacturing unit. Since the space was not adequate at the present location, it was decided to shift the factory to new location about 20 kilometers away from the present location. As the workers that were transferred to the new site were living in nearby town the union demanded a wage increase of Rs. 300/- per month but the company only offered Rs. 140/- only to cover the transportation costs. When the plant was being shifted to a new site, negotiations went uninterrupted between the management and the union on several issues including pay hike. However, both the parties could not come to an agreement even after 6 months of shifting to a new facility. The management was firm on their decision even though the Union indicated some flexibility in the terms of the pay hike. The Union refused to compromise on the issue and they adopted go slow strategy to pressurize the management. Consequently, the production went down drastically, but still the management was firm on their stand. In the meanwhile the management charge sheeted some union leaders and suspended them.</p> <p>Q. If you are the General Manager, how would you resolve the situation</p> <p style="text-align: center;">OR</p> <p>For Bata, labor had always posed major problems. Strikes seemed to be a perennial problem. Much before the assault case, Bata's chronically restive factory at Batanagar had always plagued by labor strife. In 1992, the factory was closed for four and a half months. In 1995, Bata entered into a 3-year bipartite agreement with the workers, represented by the then 10,000 strong BMU, which also had the West Bengal government as a signatory.</p> <p>On July 21, 1998, Weston was severely assaulted by four workers at the company's factory at Batanagar, while he was attending a business meet. The incident occurred after a member of BMU, Arup Dutta, met Weston to discuss the issue of the suspended employees. Dutta reportedly got into a verbal duel with Weston, upon which the other workers began to shout slogans. When Weston tried to leave the room, the workers turned violent and assaulted him. This was the second attack on an officer after Weston took charge of the company, the first one being the assault on the chief welfare officer in 1996.</p>	K5	CO5	15
	<p>In February 1999, a lockout was declared in Bata's Faridabad Unit. Middleton commented that the closure of the unit would not have much impact on the company's revenues as it was catering to lower-end products such as canvas and Hawaii chappals. The lock out lasted for eight months. In October 1999, the unit resumed production when Bata signed a three-year wage agreement.</p> <p>In the light of above case answer the question stated below: Correlate yourself with the current situation of the company and suggest measures to curb the situation.</p>			