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NOIDA INSTITUTE OF ENGINEERING AND TECHNOLOGY, NIET BUSINESS SCHOOL GREATER NOIDA  
(An Autonomous Institute Affiliated to AKTU, Lucknow)

PGDM (Standard)

TRIMESTER: III - THEORY EXAMINATION (2024 - 2025)

Subject: Human Resource Management

Time: 2.5 Hours

Max. Marks: 60

**General Instructions:**

**IMP:** Verify that you have received the question paper with the correct course, code, branch etc.

1. This Question paper comprises of **three Sections -A, B, & C**. It consists of Multiple Choice Questions (MCQ's) & Subjective type questions.

2. Maximum marks for each question are indicated on right -hand side of each question.

3. Illustrate your answers with neat sketches wherever necessary.

4. Assume suitable data if necessary.

5. Preferably, write the answers in sequential order.

6. No sheet should be left blank. Any written material after a blank sheet will not be evaluated/checked.

**SECTION-A**

15

1. Attempt all parts:-

1-a. Human resource management is an art of \_\_\_\_\_.(CO1)

1

- (a) preparation of a task
- (b) coordinating middle management
- (c) helping top management
- (d) managing people

1-b. \_\_\_\_\_ is a process which enables the organization to run smoothly by supplying required and desired work force at the right time.(CO2)

1

- (a) HRP
- (b) HRD
- (c) HRM
- (d) SHRM

1-c. \_\_\_\_\_ is the application form to be filled by the candidate when he goes for recruitment process in the organization.(CO3)

1

- (a) Job Analysis
- (b) Formal application
- (c) Application blank
- (d) None of these

1-d. Transfer is a \_\_\_\_\_.(CO4)

1

- (a) Vertical job assignment
- (b) Inclined job assignment
- (c) Horizontal job assignment
- (d) None of the above

1-e. \_\_\_\_\_ among the following best defines compensation.(CO5) 1

- (a) Monetary rewards provided to employees for their work
- (b) NonMonetary rewards provided to employees for their work
- (c) A combination of monetary and non-monetary rewards provided to employees for their work
- (d) Performance evaluations conducted for employees

2. Attempt all parts:-

- 2.a. Mention any two challenges of human resource management in a globalized workforce.(CO1) 2
- 2.b. Define the concept of manpower inventory.(CO2) 2
- 2.c. Illustrate the differences between recruitment and selection.(CO3) 2
- 2.d. Define Halo effect.(CO4) 2
- 2.e. State two objectives of compensation.(CO5) 2

### **SECTION-B**

15

3. Answer any three of the following:-

- 3-a. Differentiate between line and staff manager.(CO1) 5
- 3-b. Explain the limitations of human resource forecasting, and how can organizations mitigate these limitations. Discuss the steps involved in the HR forecasting process.(CO2) 5
- 3-c. Mention the factors that should be considered while designing job advertisements.(CO3) 5
- 3-d. Define how do organizations ensure fairness and transparency in performance management.(CO4) 5
- 3.e. Define the different component of compensation.(CO5) 5

### **SECTION-C**

30

4. Answer any one of the following:-

- 4-a. Discuss the importance of performance management in human resource management, including the key components of an effective performance management system and it's contribution to employee development and organizational growth.(CO1) 6
- 4-b. In light of increasing concerns about work-life balance and employee well-being, mention the initiatives can human resource managers implement to support employee wellness, mental health, and overall job satisfaction.(CO1) 6

5. Answer any one of the following:-

- 5-a. Consider yourself as the human resource manager of a financial services firm that 6

is undergoing a restructuring to streamline operations and improve efficiency. As part of the restructuring, you need to conduct a job analysis to evaluate the current job roles and responsibilities within the organization and identify opportunities for optimization and realignment. Develop a detailed plan for conducting the job analysis, including methods for collecting data on job tasks, skills, and performance expectations, as well as how you would involve employees and managers in the process to ensure buy-in and collaboration.(CO2)

- 5-b. Imagine yourself as the human resource director of a multinational retail chain that is planning to introduce a new customer service initiative to enhance the shopping experience for customers. To support this initiative, you need to conduct a job analysis to identify the key competencies and behaviors required for frontline staff to deliver exceptional customer service. Develop a detailed plan for conducting the job analysis, including strategies for gathering data, defining job requirements, and aligning job roles with the organization's customer service goals and values.(CO2) 6

6. Answer any one of the following:-

- 6-a. Imagine you are recruiting for a highly specialized technical role in a competitive market. Mention the sourcing strategies would you employ to attract top talent.(CO3) 6

- 6-b. You are tasked with recruiting a diverse workforce to promote inclusivity and diversity within the organization specify initiatives you would incorporate into the recruitment and selection process.(CO3) 6

7. Answer any one of the following:-

- 7-a. Explain the concept of performance appraisal and its objectives.(CO4) 6

- 7-b. Explain the contribution of performance management towards organizational success.(CO4) 6

8. Answer any one of the following:-

- 8-a. Explain the effective way of handling grievances in the organization.(CO5) 6

- 8-b. Explain how does job evaluation help organizations ensure fair compensation for employees.(CO5) 6