



Ist Internal Examination, 2019
BBA II Year
Human Resource Management
Set A

Time 1.30 Hrs.

Max. Marks 40

Compulsory to attempt all the questions. All Questions carry equal marks.

A. Multiple Choice Questions

[1*10=10]

Q.1 The meaning of the acronym HRM is-

- | | |
|-----------------------------|----------------------------------|
| A Human Relation Management | B Humanistic Resource Management |
| C Human Resource Management | D Human Resourceful Management |

Ans. C

Q.2 All aspects of the merger need.....-

- | | |
|---------------|--------------|
| A Controlling | B Delegating |
| C Staffing | D Managing |

Ans. D

Q.3 HRM is -

- | | |
|---------------------|---------------------|
| A Employee Oriented | B Employer oriented |
| C Legally oriented | D None of the above |

Ans. A

Q.4 Scope of the HRM includes-

- | | |
|--|-----------------------------|
| A Retirement and separation of employees | B HR training & development |
| C Industrial relations | D All of the above |

Ans. D

Q.5 The objectives of HRM are categorized as-

- | | |
|-----------------------|-------------------------|
| A Personal objectives | B Functional objectives |
|-----------------------|-------------------------|

- C Organizational and social objectives D All of the above

Ans. D

Q.6 The scope of HRM does not include-

- | | |
|---------------------------|---------------------------|
| A Retirement of employees | B Manpower planning |
| C Training of employees | D Maintenance of accounts |

Ans. D

Q.7 Human resource planning starts with the-

- | | |
|------------------------|---------------------------|
| A Environment Scanning | B Vision & Strategies |
| C Time Horizon | D Organizational planning |

Ans. A

Q.8 The following is concerned with developing a pool of candidates in line with the human resources plan

- A Development
 - B Training
 - C Recruitment
 - D All of the above

Ans.C

Q.9 Majority of the disputes in industries is (are) related to the problem of-

O 10 The following type of recruitment process is said to be a costly affair-

- A Internal recruitment
 - B External recruitment
 - C cost remains same for both types
 - D None of these

Ans B

B. Long type Questions:

1. What is HRM? Does HR manager perform the different functions in organization? Explain it.

Ans. Meaning of HRM-

Human resource management (HRM) is the practice of recruiting, hiring, deploying and managing an organization's employees. HRM is often referred to simply as human resources .A company or organization's HR department is usually responsible for creating, putting into effect and overseeing policies governing workers and the relationship of the organization with its employees.

Functions of HRM-

Functions of Human Resource Management Includes:

- Managerial Functions
- Operative Functions

Managerial Function Includes:

1. Planning

One of the primary function where number & type of employees needed to accomplish organizational goals are determined. Research forms core HRM planning which also helps management to collect, analyze and identify current plus future needs within the organization.

2. Organizing

Organization of the task is another important step. Task is allocated to every member as per their skills and activities are integrated towards a common goal.

3. Directing

This includes activating employees at different levels and making them contribute maximum towards organizational goal. Tapping maximum potentialities of an employee via constant motivation and command is a prime focus.

4. Controlling

Post planning, organizing and directing, performance of an employee is checked, verified and compared with goals. If actual performance is found deviated from the plan, control measures are taken.

Operative Function Includes:

1. Recruitment/Hiring

Hiring is a process which brings pool of prospective candidates who can help organization achieve their goals and allows managements to select right candidates from the given pool.

2. Job Analysis & Design

Describing nature of the job like qualification, skill, work experience required for specific job position is another important operative task. Whereas, job design includes outlining tasks, duties and responsibilities into a single work unit to achieve certain goal.

3. Performance Appraisal

Checking and analyzing employee performance is another important function that human resource management has to perform.

4. Training & Development

This function allows employees to acquire new skills and knowledge to perform their job effectively. Training and development also prepares employees for higher level responsibilities.

5. Salary Administration

Human Resource Department also determines pays for different job types and includes compensations, incentives, bonus, benefits etc. related with a job function.

6. Employee Welfare

This function takes care of numerous services, benefits and facilities provided to an employee for their well-being.

7. Maintenance

Minimizing employee turnover and sustaining best performing employees within the organization is the key. Minimizing ROI within HR department is also a key goal for Human resource management team.

8. Labor Relations

Labor relation is regards to the workforce who work within a trade union. Employees in such domain form a union/group to voice their decisions affectively to the higher management.

9. Personal Research

Research is a vital part of human resource management. It is performed to keep a check on employee opinion about wages, promotions, work condition, welfare activities, leadership, employee satisfaction and other key issues.

10. Personal Record

This function involves recording, maintaining and retrieving employee related information including employment history, work hours, earning history etc.

2. Examine the factors impeding the slow growth of HRM in India.

Ans. Reason for slow growth of HRM in India-

7 Factors Which Have Impeded the Growth and Progress of Personnel Management in India

The various factors, which have impeded the growth and progress of personnel management in India, are:

Factors

1. Abundance of Cheap Labour:

In India, the main source of labour supply has been the growth of population. Modern industrial sector in India attracts labour from the agricultural sector.

Industrial centres draw on their surrounding rural area for recruitment of workers. With rapid increase of population, low degree of industrialisation and widespread unemployment both in rural and urban areas, there is an abundant supply of labour to the industries.

2. Weak Labour Movement:

The Indian working class is generally passive and depends on outside politicians for leadership.

This outside leadership has failed to understand the needs of the working class. The politicians in fact use the workers to achieve their political ends instead of awakening social consciousness amongst the workers.

3. Highly Authoritarian Culture:

The Indian society has a highly authoritarian culture. This makes the Indian worker depend on the superiors. Freedom is not a value in India.

This culture thus discourages participative style of management and free communication. These two conditions are the basis for ideal human relations, which are lacking in the Indian situation.

4. Technological Backwardness:

Technological environment influences business in terms of investment in technology, consistent application of technology, and the effects of technology on markets.

The immense technological progress in the west has raised the standard of living of their workers. This is not so with the Indian workers because of our technological backwardness.

Technological progress has a very important role to play in the economic development of a country.

No backward country can hope to march ahead on the road to economic development without adopting newer and newer techniques of production.

5. Instability in employment:

The Indian workers are attracted to the cities by the lure of higher wages but the instability of their employment ,chronic housing shortage, and high rents prevent them from settling down and bringing their families from the village.

Thus the industrial worker would not remain in an industry if he could secure sufficient food and clothing in the village.

6.Unhealthy growth of trade unions:

The migratory character of Indian labour leads to unhealthy growth of trade unions. Many workers do not take an active part in the formation of unions and don not like to pay their subscription because they do not come to the cities to lives permanently.

7 Migratory characteristics of Indian labour:

As a result of migration , the industrial workers finds himself in an unfamiliar environment. Due to lack of houses, workers are forced to leave their families in villeges.

Separation from families leads to promiscuity, prostitution, venereal diseases and even aids. To compound the problem, the health of the worker is subjected to severe strain due to many reasons likechange in climate, working and living conditions etc.

3. What is the process of selection? Explain.

Ans. Selection Process-

The selection process can be defined as the process of selection and short listing of the right candidates with the necessary qualifications and skill set to fill the vacancies in an organization. The selection process varies from industry to industry, company to company and even amongst departments of the same company.

- **Preliminary Interview**

This is a very general and basic interview basic interview conducted so as to eliminate the candidates who are completely unfit to work in the organisation. This leaves the organisation with a pool of potentially fit employees to fill their vacancies.

- **Receiving Applications**

Potential employees apply for a job by sending applications to the organisation. The application gives the interviewers information about the candidates like their bio data work experience, hobbies and interests.

- **Screening Applications**

Once the applications are received, they are screened by a special screening committee who choose candidates from the applications to call for an interview. Applicants may be selected on special criteria like qualifications, work experience etc.

- **Employment Tests**

Before an organisation decides a suitable job for any individual, they have to gauge their talents and skills. This is done through various employment tests employment tests like intelligence tests, proficiency tests, personality tests etc.

- **Employment Interview**

The next step in the selection process is the employee interview. Employment interviews are done to identify a candidate's skill set and ability to work in an organisation in detail. Purpose of an employment interview is to find out the suitability of the candidate and to give him an idea about the work profile and what is expected of the potential employee. An employment interview is critical for the selection of the right people for the right jobs.

- **Checking References**

The person who gives the reference of a potential employee is also a very important source of information. The referee can provide info about the person's capabilities, experience in the previous companies and leadership leadership and managerial skillThe information provided by the referee is meant to kept confidential with the HR department.

- **Medical Examination**

The medical exam is also a very important step in the selection process. Medical exams help the employers know if any of the potential candidates are physically and mentally fit to perform their duties in their jobs. A good system of medical checkups ensures that the employee standards of health are higher and there are fewer cases of accidents and employee turnover.

- **Final Selection and Appointment Letter**

This is the final step in the selection process. After the candidate has successfully passed all written tests, interviews and medical examination, the employee is sent or emailed an appointment letter, confirming his selection to the job. The appointment letter contains all the details of the job like working hours, salary, leave allowance etc. Often, employees are hired on a conditional basis where they are hired permanently after the employees are satisfied with their performance.