

MAV Semester 2 Examination**MAV 109****HRM in Service Industries****Time : 2-30 Hours]****June-2024****[Max. Marks : 70**

Note: There are 5 questions; each question carries (14 Marks).

Answer the following question in detail.

Q1. If you are a team leader, what method you will consider for the training? Explain off the job training and various methods in detail with example

OR

Q1. What is hiring? Explain the process of recruitment with the example.

Q2. What is Training and development? Explain factors to be consider for the training.

OR

Q2. Discuss Employee welfare and explain approaches and types of employee welfare in detail.

Q3. Describe what is compensation and various methods of compensation in detail.

OR

Q3. What is Performance appraisal? Explain 360 degree performance appraisal with suitable example.

Q4. CASE STUDY:

Watson Public Ltd Company is well known for its welfare activities and employee-oriented schemes in the manufacturing industry for more than ten decades. The company employs more than 800 workers and 150 administrative staff and 80 management-level employees. The Top-level management views all the employees at the same level. This can be clearly understood by seeing the uniform of the company which is the Same for all starting from MD to floor level workers. The company has 2 different cafeterias at different places one near the plant for workers and others near the Administration building. Though the place is different the amenities, infrastructure and the food provided are of the same quality. In short, the company stands by the rule of Employee Equality.

The company has one registered trade union. The relationship between the union and the management is very cordial. The company has not lost a single man day due to strike. The company is not a paymaster in that industry. The compensation policy of that company, when compared to other similar companies, is very less still the employees don't have many grievances due to the other benefits provided by the company. But the company is facing a

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countable number of problems in supplying the materials in the recent past days. Problems like quality issues, mismatch in packing materials (placing material A in the box of material B) incorrect labelling of material, not dispatching the material on time, etc...

The management views the case as there are loopholes in the system of various departments and hand over the responsibility to the HR department to solve the issue. When the HR manager goes through the issues he realized that the issues are not relating to the system but it relates to the employees. When investigated he come to know that the reason behind the casual approach by employees in work is

The company hired new employees for a higher-level post without considering the potential internal candidates. The newly hired employees are placed with higher packages than that of existing employees in the same cadre.

OR

Q4. Describe the difference between Simulation exercises and Sensitivity training.

Q5. Choose the correct answer (Any 14)

1. Human Resource management emphasis.

- | | |
|--------------------------|-------------------------|
| A. Development of people | B. Punishment of people |
| C. Adoption of people | D. None of this |

2. Basic managerial functions of HRM are.

- | | |
|--|------------------------------|
| A. Planning, organizing, staffing | B. Planning and coordinating |
| C. Planning, organizing, directing and controlling | D. None of this |

3. Training process is__

- | | |
|---------------|-----------------|
| A. Short term | B. Medium term |
| C. long term | D. None of this |

4. OJT stands for_____

- | | |
|--------------------------|-------------------------|
| A. On the job training | B. On the job technique |
| C. On the job technology | D. Off the job training |

5. The combination of peer, superior, subordinate, and self review appraisal is known as-

- | | |
|---------------------|-------------------------|
| A. All round review | B. Feed forward |
| C. HR Accounting | D. 360 degree appraisal |

6. Finding ways to reduce_____is a key responsibility of management.

- | | |
|--------------------|----------------------|
| A. Dissatisfaction | B. Uncertainty |
| C. stress | D. None of the above |

7. _____ is considered as strategic activity.
- A. Recruitment B. Planning
C Productivity D. All of the above
8. The actual achievements compared with the objectives of the job is _____
- A. Job performance B. Job evaluation
C Job description D. None of the above
9. Majority of the disputes in the industry is related with..
- A. Wages B. Salaries
C Benefits D. All of the above
10. In an organisation initiating career planning, the career path model would essentially form the basis for
- A. Placement B. Transfer
C Rotation D. All of the above
11. The _____ programme once installed must be continued on a long-term basis.
- A. Job evaluation B. Training & Development
C Recruitment D. All of the above
12. Which one is the first step in any human resource program?
- A. Selection B. Planning
C Training D. Appraising
- 13.----- is the process of imparting or increasing knowledge or skill of an employee to do a particular job.
- A.. Training B. Development C. Motivation D. Leadership
14. ---- is a device or situation that replicates job demands at on the job site.
- A. Brainstorming B. Simulation C. Artificial intelligence D. Transactional analysis
15. Management development –
- A. Is a short term in nature
B. Focuses on employees' current job
C. Is an informal activity
D. Aims at overall development of a manager
16. Relative worth of a job is known by _____
- A. Job design B. Job analysis C. Job evaluation D. Job change
