

Name:

Enrolment No:



UNIVERSITY OF PETROLEUM AND ENERGY STUDIES
Online End-term Examination, May 2021

Course: Human Resource Management
Programme: BBA (Specialization in Marketing)
Course code: HRES 3001

Semester: IV
Time: 03 hrs
Max. Marks: 100

Instructions:

SECTION A

- 1. Each Question will carry 5 Marks**
- 2. Instruction: Select the correct answer(s)**

S. No.	Questions	CO
Q 1	<p>_____ is a process of searching for prospective employees and stimulating them to apply for jobs</p> <p>a. Selection b. Induction c. Recruitment d. Orientation</p>	CO 1
Q 2	<p>Which is not an advantage of internal Source of recruitment</p> <p>a. Time saving b. New blood c. Less expensive d. increased car</p>	CO 1
Q 3	<p>Human Resource departments are _____</p> <p>a. Line department b. authority department c. service department d. functional department</p>	CO 1

Q 4	Job Analysis is a systematic procedure for securing and reporting information defining a _____. a. specific job b. specific product c. specific service d. all of these	CO 1
Q 5	Human Resource planning is compulsory for _____. a. effective employee development programme b. base for recruitment c. base for selection policy d. all of these	CO 1
Q 6	Which of the following is a method of collection of information for job analysis? a. Questionnaire method b. Ratio analysis c. Optimisation models d. Trend analysis	CO 1

SECTION B

1. Each question will carry 10 marks

2. Instruction: Write brief notes

Q 7	An individual hired for a position finds out that the work he was asked to do was not the work he was hired to do. Is it possible? Discuss	CO2
Q 8	Explain your view point on this statement- Is money the prime trigger of employee performance?	CO2
Q 9	“Change does not occur in a vacuum. There are a number of factors operating both within and outside the organization which causes the change take place.” Discuss the relevance of this statement in the light of emerging recruiting process in the organization after COVID 19.	CO2
Q 10	You are required to hire five sales representatives to your company. Describe appropriate recruitment, selection and induction method you would use.	CO3
Q 11	“Performance appraisal is not merely for appraisal but is for accomplishment and improvement of performance”. Discuss.	CO3

SECTION-C

1. Question carries 20 Marks.

2. Instruction: Situational Question

Q 12	Bruce Spuhler, customer service manager at BGS Sports, wants to conduct a job analysis on how his employees interact with customers and other employees. What steps should Bruce take to implement a successful job analysis, and what method should he use to analyze his employees?	CO4
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