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MASTER OF BUSINESS ADMINISTRATION (M.B.A.)
EXAMINATION : DECEMBER - 2022
SEMESTER - II
Sub: Human Resource Management (MBA203)

Date: 29/12/2022

Total marks: 60

Time: 2.00 pm To 4.30 pm

SECTION – I

Q. 1. Fill in the blanks. (5)

1. _____ is the process of forecasting an organisations future demand for, and supply of, the right type of people in the right number.
a) Human Resource Planning b) Human Resource Management
c) Recruitments d) Human Capital Management
2. A process that is used for identifying and developing internal people with the potential to fill key business leadership positions in the company is called _____.
a) Highly talented personnel b) Investing in human resources
 creation
c) Succession planning d) None of the above
3. _____ is an objective assessment of an individual's performance against well-defined benchmarks.
a) Performance Appraisal b) HR Planning
c) Information for goal d) None of the above
 identification
4. Which of the following is an alternate term used for performance appraisal?
a) Quality and quantity of output b) Job knowledge
c) Employee assessment d) None of the above
5. The meaning of the acronym HRM is _____.
a) Human Relations Management b) Humanistic Resource Management
c) Human Resource Management d) Human Resourceful Management

Q. 2. Answer the following. (Any Two) (20)

1. Explain the process of performance appraisal with a neat diagram.
2. What is the role of Human Resource Manager in any organisation?
3. There are various errors in performance appraisal process. Explain any 5 errors in detail.
4. Define Human Resource Planning. In what ways does HRP help an organisation?

Q. 3. Write notes on. (Any Two) (10)

1. Any 3 methods of performance appraisal process
2. Job Enrichment
3. Advantages of Performance Appraisal

SECTION – II

Q. 4. Case Study (15)

Mr. Oberoi is the President of Oberoi Chemicals Ltd. The employee strength of the company is 795 workers and 80 executives. Mr. Samir (GM-HR) and Mr. Abhay (Manager-HR) had experience of more than 15 years in HR field. Mr. Samir reviewed the performance of various sections of the plant and sent a detailed performance report to the VP-HR. The production analysis of the year 2011-12 and 2012-13 revealed that the company was capable to produce the same output only with the help of 610 workers. The company did not require this large number of staff. The report suggested that the staff was productive but we could earn more if we reduce the staff. The company had a contract of 4 years with an MNC company to produce chemicals but at the same time is trying to get more business from UK, South Africa and Australia. There are around 30 employees who are retiring in next two years. As per the report of production analysis and management, there is an overstaffing of 145 workers in the plant. The present trade union in the plant is very strong and they always try to put pressure for various types of demands. The president decided to remove these extra employees from the plant. The order for retrenchment on the basis of their performance has been sent to HR department. But the manager-HR is in trouble as he knew that trade union will never accept this decision and may go on strike. If Manager-HR doesn't follow the order then he will have to suffer.

Questions:

- 1) Analyse the main problem in the case.
- 2) Do you think retrenchment (Layoff, downsizing) is the only solution in this case?
- 3) If you are the HR manager, how would you defuse the problem?
- 4) Do you think this problem is a problem or an opportunity?

Q. 5. Answer the following: (10)

- a) Explain 360 degree appraisal in detail.

OR

- b) Elaborate in detail various factors involved in human resource planning.