

**MAHATMA GANDHI MISSION'S
COLLEGE OF ENGINEERING & TECHNOLOGY**

A-09, SECTOR-62, GAUTAM BUDHA NAGAR, NOIDA (U.P.)

DEPARTMENT OF CSE, CE, ME, EC

Subject- Industrial Management

Subject code –RAS-601

Question Bank No.1

TOPICS -UNIT 2

Q1. Each question contains equal marks.

(a) Define 14 principles of management given by Henri Fayol.

Ans=14 principles of management given by Henri Fayol are listed below:

- 1.Division of Work – When employees are specialized, output can increase because they become increasingly skilled and efficient.
- 2.Authority – Managers must have the authority to give orders, but they must also keep in mind that with authority comes responsibility.
- 3.Discipline – Discipline must be upheld in organizations, but methods for doing so can vary.
- 4.Unity of Command – Employees should have only one direct supervisor.
- 5.Unity of Direction – Teams with the same objective should be working under the direction of one manager, using one plan. This will ensure that action is properly coordinated.
- 6.Subordination of Individual Interests to the General Interest – The interests of one employee should not be allowed to become more important than those of the group. This includes managers.
- 7.Remuneration – Employee satisfaction depends on fair remuneration for everyone. This includes financial and non-financial compensation.
- 8.Centralization – This principle refers to how close employees are to the decision-making process. It is important to aim for an appropriate balance.
- 9.Scalar Chain – Employees should be aware of where they stand in the organization's hierarchy, or chain of command.
- 10.Order – The workplace facilities must be clean, tidy and safe for employees. Everything should have its place.
- 11.Equity – Managers should be fair to staff at all times, both maintaining discipline as necessary and acting with kindness where appropriate.
- 12.Stability of Tenure of Personnel – Managers should strive to minimize employee turnover. Personnel planning should be a priority.
- 13.Initiative – Employees should be given the necessary level of freedom to create and carry out plans.
- 14.Esprit de Corps – Organizations should strive to promote team spirit and unity.

(b) State the social responsibilities of Management.

Ans=Social responsibility refers to "the objective concern of business firm for the welfare of the society and it involves following by the management of such policies, making of such decisions or following of such lines of action which are desirable in terms of objectives and values of our society."

The theme of social responsibility is that;

- (i) A business firm should not ignore the welfare of the society,
- (ii) Policies and decisions of the business enterprise, should focus on values of society,
- (iii) Earning profit by honoring values of society and finally assist the promotion of welfare of the society.

(c) What is Human Resource Management?

Ans=Human Resource Management is the process of recruiting, selecting, inducting employees, providing orientation, imparting training and development, appraising the performance of employees, deciding compensation and providing benefits, motivating employees, maintaining proper relations with employees and their trade unions, ensuring employees safety, welfare and healthy measures in compliance with labour laws of the land.

(d) Define the Goals of HRM?

Ans=Goals of HRM are:-

1. Organizational Objectives:

HRM is a means to achieve efficiency and effectiveness. It serves other functional areas, so as to help them to attain efficiency in their operations and attainment of goals to attain efficiency.

2. Functional Objectives:

HRM performs so many functions for other departments. However, it must see that the facilitation should not cost more than the benefit rendered.

3. Personal Objectives:

In today's world there is shortage of requisite talent. Employees are encouraged by competitive firms to change the jobs. HRM has the responsibility to acquire, develop, utilize, and maintain employees.

4. Societal Objectives:

HRM must see that the legal, ethical, and social environmental issues are properly attended to. Equal opportunity and equal pay for equal work are the legal issues not to be violated. To take care of farmers (whose land has been acquired for the factory) and tribal's (who are displaced by industries and mining companies) are the ethical issues.

The results are clear when these issues are not taken care of. To help the society through generating employment opportunity, creating schools and dispensaries, helping women empowerment are the social responsibility issues.

(e) Describe the nature of HRM.

Ans=Nature of Human Resource Management (HRM):-

1. Pervasive Function: HRM is practised at all levels of management and applies to all kinds of organisations, even to non-profit organisations.
2. Result Oriented: It aims at achieving organisational objectives through the optimum utilisation of human resources.
3. Tactful Approach: HRM deals with the people who are distinct from one another; thus the manager needs to apply diverse strategies and tactics at different point of time and in different situations.
4. People-Centric: Human resource management is concerned majorly with the employees working in an organisation.
5. Integrative Action: It focusses on maintaining cordial relations among the employees at different levels and also addresses employee grievances.
6. Continuous Process: HRM is an ongoing process of procurement, development and redirection of personnel towards the organisational goals. It cannot be completed in a day, a week or a month.

(f) What is the scope of HRM?

Ans=four main objectives of Human Resource Management are:-

1. Societal Objectives: HRM is essential to comply with the laws of the society such as labour law or reservation system. It is obligatory for any organisation to fulfil its ethical and social responsibilities which can be done only through HRM.
2. Organisational Objectives: In an organisation, human resource management is not an independent unit, but it is a department which aims at facilitating the other departments of the organisation to function smoothly.
3. Functional Objectives: HRM ensures that every department is supplemented with the employees possessing the required set of skills and talent, at the desired cost. It also provides for the optimum utilisation of the human capital.
4. Personal Objectives: To ensure employee's long-term association with the organisation and to enhance employee's commitment and contribution towards the organisation, HRM helps the employees to reach their personal goals.

(g) What is the role of HRM?

Ans:-Nature of Human Resource Management (HRM):-

1. The Conscience Role:

HR manager plays an important role of reminding the management its morals and obligations towards its employees.

2. The Counsellor:

An important role of the HR manager is that of a counsellor. Whenever an employee is dissatisfied with the job he approaches the HR manager for counselling and guidance.

3. The Mediator:

In any organisation, there are times when there are differences of opinion and misunderstanding between the management and the employee or between employees

themselves. Here, HR manager acts as a mediator, a peace-maker and a communication link between them.

4. The Spokesman:

HR manager acts as a spokes person within the company, as well as are representative of the company.

5. The Change Agent:

Change is something always resisted by the employees. HR manager acts as a change agent in order to bring about a change on the existing system or an introduction of a new system.

6. The Problem Solver:

HR manager acts as a problem solver with respect to the issues that involve human resources management and over all long range organisational planning.

(h) Define the Functions of HRM.

Ans=The main function of HRM are listed below:-

1.Operative functions

a.Recruitment: This is the most challenging task for any HR manager. A lot of attention and resources are required to draw, employ and hold the prospective employees. A lot of elements go into this function of recruitment, like developing a job description, publishing the job posting, sourcing the prospective candidates, interviewing, salary negotiations and making the job offer.

b.Training and Development: On the job training is the responsibility of the HR department. Fresher training may also be provided by some companies for both new hires and existing employees. This Fresher training is mainly done to make the employees up to date in their respective areas as required by the company. This function makes the employees understand the process and makes it easy for them to get on their jobs with much ease. During the process of the training and development, the results are monitored and measured to find out if the employees require any new skills in addition to what he/she has.

c.Professional Development: This is a very important function of Human Resource Management. This function helps the employees with opportunity for growth, education, and management training. The organization undertakes to sponsor their employees for various seminars, trade shows, and corporal responsibilities. This, in turn, makes the employees feel that they have been taken care by their superiors and also the organization.

d. Compensation and Benefits: A company can attain its goals and objectives if it can acclimatize to new ways of providing benefits to the employees. Some of the benefits given by companies are listed below for our understanding:

Working hour flexibility

Extended vacation

Dental/Medical Insurance

e. Performance Appraisal: The employees of any organization will be evaluated by the HR department as per the performance. This function of Human Resource Management is to help the organization in finding out if the employee they have hired is moving towards the goals and objectives of the organization.

2. Managerial Functions

- a. Planning: This function is very vital to set goals and objectives of an organization. The policies and procedures are laid down to achieve these goals. When it comes to planning the first thing is to foresee vacancies, set the job requirements and decide the recruitment sources. For every job group, a demand and supply forecast is to be made, this requires an HR manager to be aware of both job market and strategic goals of the company.
- b. Organizing: The next major managerial function is to develop and design the structure of the organization. It fundamentally includes the following:
 - *Employees are grouped into positions or activities they will be performing.
 - *Allocate different functions to different persons.
 - *Delegate authority as per the tasks and responsibilities that are assigned.
- c. Directing: This function is preordained to inspire and direct the employees to achieve the goals. This can be attained by having in place a proper planning of career of employees, various motivational methods and having friendly relations with the manpower. This is a great challenge to any HR manager of an organization; he/she should have the capability of finding employee needs and ways to satisfy them. Motivation will be a continuous process here as new needs may come forward as the old ones get fulfilled.
- d. Controlling: This is concerned with the apprehension of activities as per plans, which was formulated on the basis of goals of the company. The controlling function ends the cycle and again prompts for planning. Here the HR Manager makes an examination of outcome achieved with the standards that were set in the planning stage to see if there are any deviations from the set standards. Hence any deviation can be corrected on the next cycle.

3. Advisory Functions

- a. Top Management Advice: HR Manager is a specialist in Human Resource Management functions. She/he can advise the top management in formulating policies and procedures. He/she can also recommend the top management for the appraisal of manpower which they feel apt. This function also involves advice regarding maintaining high-quality human relations and far above the ground employee morale.
- b. Departmental Head advice: Under this function, he/she advises the heads of various departments on policies related to job design, job description, recruitment, selection, appraisals.

(i) What is the importance of HRM?

Ans = Several importance of HRM:-

- 1.To maintain quality of work life
- 2.To increase productivity and profit
- 3.To produce employees who are easily adaptable to change
- 4.To match demand and supply of human resource
- 5.To sustain business in the market and resolve conflicts

6.To develop corporate image

7.To create a feeling of belongingness and team spirit in the employee

8.To retain employees and motivate them to accomplish company's goal

Name of Faculty: **Dr. Zia Zehra Zaidi**

Sign of HOD:

