

Jaypee Institute of Information Technology, Noida

T2 Examination, 2019

B.Tech IV Semester

Course Title : Human Resource Management

Course Code : 16BINHS431

Maximum Time : 1 Hr

Maximum Marks : 20

1. ✓ The Department of Social Sciences represents large part of company's budget and total number of employees which were technicians. The job of technician is responsible for all client contact, policy interpretation and financial decision related to several forms of public aid (for example: food stamps, aid to families with dependent children). Technicians must read a large number of memos and announcements of new and revised policies and procedures. Company identified that technicians were not able to perform their job effectively and hence required a formal training.
Develop a detailed training program for the technicians explaining all phases of training program. (5)
2. ✗ Warren Vendor, HR Director at Nipigon Mining Products Corporation received an important request from Thomas Williams, a control engineer. Williams had a BS in Electrical Engineering from a well known Western University and had been in firm for eight years. He had read an advertisement in the local newspaper regarding a new I-MBA program offered by a State University costing \$50,000. The program focused on leadership, strategic planning, decision making, interpersonal skills and production management. Williams was keen to join this program and wanted firm to pay the tuition fees. According to him every control engineer having similar experience like him should join such program. Warren Vendor wondered and thought why not develop a formal executive development program for control engineers.
What other executive development methods, other than I-MBA program, could Nipigon Corporation use to improve each managerial skill mentioned above? Suggest and briefly explain executive development method for each skill. (5)
3. After spending several weeks on the job, Jennifer was surprised to discover her father Jack had not formally evaluated any employee's performance for all the years that he had owned the business. Jack's focus was only on boosting sales and lowering costs and according to him many employees did not stick around long enough to be appraisable anyway. Furthermore, manual workers such as those doing pressing and cleaning did periodically get positive feedback in term of praise from Jack for a job well done, or criticism if things did not turn well. Similarly Jack was never shy about telling managers about store problems. So that they too get some feedback on where they stood. This informal feedback notwithstanding, Jennifer believes that a more formal appraisal approach is required. She believes that there are criteria such as quality, quantity, attendance and punctuality that should be evaluated periodically even if worker is paid on piece rate. Further she feels quite strongly that the managers need to have a list of quality standards for matters such as store cleanliness, efficiency, safety and adherence to budget on which they are to be formally evaluated.
Identify and explain at least two performance appraisal methods each for workers and managers of the store respectively. (6)
4. Write notes on any two: (4)
 - a) Kolb's Learning Cycle
 - b) Balanced Scorecard
 - c) RIASEC Model-Holland