

**Jaypee Institute of Information Technology, Noida**  
**End term Examination, 2018**  
**B.Tech IV Semester**

**Course Title: Human Resource Management**  
**Course Code: 16B1NHS431**

**Maximum Time: 2 Hrs**  
**Maximum Marks : 35**

All questions are compulsory.

1. Read the case and answer the questions that follow:

3+2+4

In July 1998, Weston was severely assaulted by four workers at the factory at Batanagar, while he was attending a business meeting. A member of the BM Union met Weston to discuss the issue of suspended employees. Dutta, the Union Leader, got into a heated argument with Weston and when Weston got up to leave the room, the workers turned violent and assaulted him. Earlier, the Chief Welfare Officer was assaulted too. The management dismissed the three employees on grounds of indiscipline and violence. The employees accepted the dismissal letter, but provoked the other workers to go in for a strike in protest against the management move. The strike continued for two days. The management then decided to put on hold the expansion of the Batanagar.

(i) Industrial disputes create unrest and disrupt productivity. Identify, in general, different forms of industrial disputes between group of employees and management.

(ii) The role played by the BM Union is of a destructive nature. Comment and justify.

(iii) Why has maintaining good Industrial relation been a problem for Bata? From your perspective, what advice would you give them to maintain sound industrial relations?

2. How do you explain why an employee with a 4 rating (1-5 scale, 5=excellent) in the 4<sup>th</sup> quartile has a salary increase range of 1.5-2.5 % and another employee with a 3 rating in the 1<sup>st</sup> quartile has a higher increase range of 3-4%?

3. Quality work life found in organisations reduces the drudgery of work. What are the major issues in Quality of Work Life that motivate employees to perform and enhance their participation?

4. Have you ever felt empowered in your work/project? If so why and what effects did it have on your performance?

5. You have just been hired as the new training and development manager in a financial institution which employs a diverse set of individuals. This is a new position created in order to inculcate sensitivity among the employees. You have a meeting with the management to explain how you will go about conducting the T-Group training?

6. What are the guidelines for conducting Job Analysis Interviews? Whose responsibility is Job Analysis in an organisation?

7. If you joined as the HR manager in an organisation and diagnosed most of the problems were due to lack of team work. How would you leverage performance management and also tweak it to drive team work in the organisation?