

Jaypee Institute of Information Technology, Noida

Test 1 Examination, 2017

B.Tech 4th Semester

Course Title: Human Resource Management
Course Code: 16B1NHS431

Maximum Time: 1 Hour
Maximum Marks: 20

1. How has HRM evolved from 'The Commodity Concept' to 'The Emerging Concept' of accepting employees as partners? How has the new approach benefitted both employees and management? 4
2. What are the advantages and disadvantages of recruiting through
i) Employee referrals ii) Unsolicited applicants/walk-ins 3
3. What are the major problems of an interview as a selection device? What can management do to reduce these problems? 4
4. Explain the 'Behavioural factors' which must be taken care of while carrying out a job analysis. 2
5. Elaborate the various alternatives to recruiting. What are the disadvantages associated with this approach? 3
6. Read the case study and answer the questions. 2+2

Rane is a branch manager of a reputed bank and has earned a reputation for efficient operations. Recently, a divisional manager telephones Rane that a new branch office was to be opened in another city. The divisional manager also informed Rane that senior management is highly pleased with the way his branch office has been functioning in the past and would like him to recommend someone from his office for promotion as branch manager to manage the new branch. Rane started analysis of his subordinate staff to determine who might make a good manager. He narrowed his choice down to two persons within his office; (Ms. Anita) and (Mr. Malla). Both Anita and Malla are young persons in early forties. Each has a management degree from reputed institutes. Anita usually seems more effective and tactful when dealing with customers. Both have low absenteeism record and either one would probably make a satisfactory manager for the new branch of the bank. Rane has an impression that most people prefer male supervisors, and women generally are not interested in career and as managers might develop aggressive female tendencies. As such Malla may be an effective manager in a new work place. Hence he recommended Malla for promotion as a branch manager in the bank's new branch.

- 1) If you were Rane, whom would you recommend as head of new branch? Give arguments in favour of your recommendation.
- 2) As HR manager, how would you handle Anita's feelings of being ignored?