

CORE COURSE –XIII

HUMAN RESOURCE MANAGEMENT – 16CCBB13

2 MARKS QUESTIONS AND ANSWER

1. Define HRM.

“Human resources management is the planning, organizing, directing and controlling of the procurement, development, compensation, integration maintenance and separation of human resources to the end that individual, organizational and social objectives are accomplished” – Edwin B. Flippo

2. What is Training?

It is concerned with developing a particular skill to a desired standard by instruction and practice. It is a highly useful tool that can bring an employee into a position where there can do their job correctly, effectively and conscientiously. It is the act of increasing the knowledge and skill of an employee for doing a particular job.

3. Define job analysis.

Job analysis is the process of systematically analysis the activities pertaining to each job. It is designed to define the duties, responsibilities and accountability of the job.

4. Explain job description.

It is an organized and planned, factual statement of the duties and responsibilities of a specific job.

- What is to be done
- How it is to be done
- Why it is to be done

5. Explain job specification.

Job specifications are developed and promoted by the HR department in co-operation with line functionaries.

6. Define Recruitment.

“The process of searching for prospective employees and stimulating them to apply for jobs in the organization”. – Edwin B. Flippo

7. What do you mean by training?
As organization respond to the pressures for change from an increasingly competitive environment, managers need to develop new capabilities, new skills.
8. Define Promotion.
“It is term which covers a change and calls for greater responsibilities, and usually involves higher pay and better terms and conditions of services and, therefore, a higher status of ranks – Prof. Mamoria.
9. Define Wage.
It is monetary compensation (remuneration, personnel expenses) paid by an employer to an employee in exchange for work done.
10. Explain Performance Evaluation.
A performance evaluation system is a systematic way to examine how well an employee is performing in his or her job.
11. What do you mean by compensation?
It is a tool used by management for a variety of purpose of further the existence of the company. It is a remuneration that an employee receives in return for his or her contribution in the organization.
12. What is performance appraisal?
Performance appraisal is the systematic evaluation of the performance of employees and to understand the abilities of a person for further growth and development.
13. What do you mean by grievance?
It may be any genuine or imaginary feeling of dissatisfaction or injustice which an employee experiences about his job and it is nature, about the management policies and procedures.
14. Define of HRP.
“ HRP is concerned with two things: Planning of manpower requirements and Planning of manpower supplies”. – Gordon Mc Beath.
15. Define discipline as per R.P. Calhoon
Discipline may considered as the force that prompts individuals or groups to observe rules, standards and procedures deemed necessary for an organization”.

5 MARKS QUESTIONS AND ANSWER

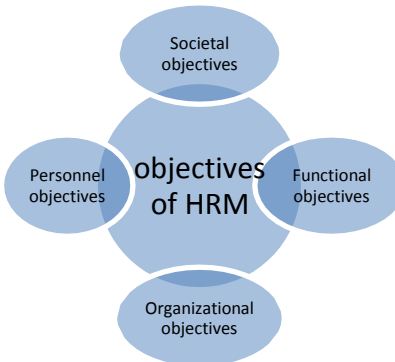
16 . What are the scop of HRM?

- ✓ Human Resource Planning
- ✓ Design and staffing
- ✓ Selection and staffing
- ✓ Training and development
- ✓ Organizational development
- ✓ Compensation and Benefits
- ✓ Employee Assistance
- ✓ Union / Labour Relations
- ✓ Personnel Research and Information System.

17.Explain benefits of training.

- a. Increased productivity
- b. Heightened morale
- c. Reduced supervision
- d. Reduced accidents
- e. Increased organizational stability

18.What are the objectives of HRM?



19. types of promotions.

- ❖ Multiple chain promotion
- ❖ Up and out promotion
- ❖ Dry promotion

20. Write components of management development programme.

- ⇒ Looking at organization's objectives
- ⇒ Ascertaining development needs
- ⇒ Appraisal of present management talents
- ⇒ Preparation of manpower inventory.
- ⇒ Planning of individual development programmes
- ⇒ Establishment of training and development programmes
- ⇒ Programme evaluation.

21. Explain methods of training.

- => On-the- job training (OJT)
- => Job instruction training (JIT)
- => Vestibule training
- => Training by experienced workmen
- => Classroom or off-the-job training

22. What are the objectives of Grievance Handling Procedure?

- ✓ To enable the employee to air their grievance
- ✓ To clarify the nature of the grievance
- ✓ To investigate the reasons for dissatisfaction
- ✓ To obtain, where possible, a speedy resolution to the problem
- ✓ To take appropriate actions and ensure that promises are kept
- ✓ To inform the employee of their right to take the grievance to the next stage of the procedure, in the event of an unsuccessful resolution.

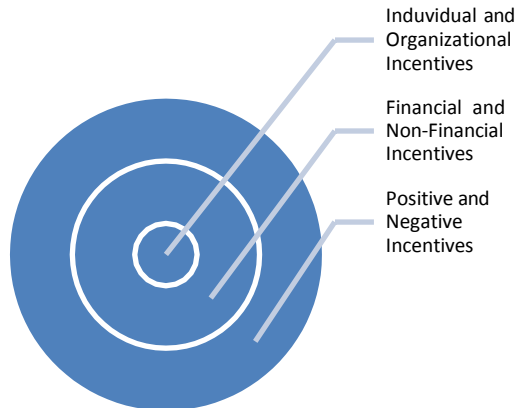
23.. Explain basis of promotion

- a. Promotion based on seniority
- b. Promotion based on merit
- c. Merit cum seniority promotion
- d. Promotion by selection
- e. Time bound promotion
- f. Temporary promotion

24..What are the types of Fringe benefits?

- I. Old age and retirement benefits
- II. Workman's compensation
- III. Employee security
- IV. Payments for time not worked
- V. Safety and health
- VI. Health benefits

25. Kinds of Incentives.

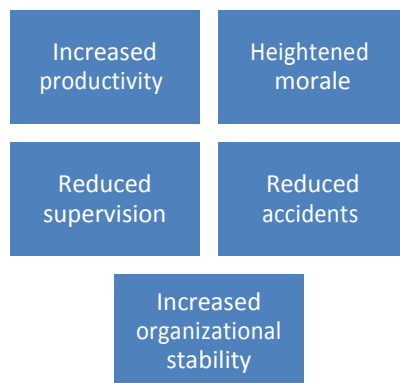


26. Explain the types of employee training.

=> On-the-Job training

=> Off-the-Job training

27. What are the advantages and benefits of training?



28. Off the job training

- ❖ Sensitivity training
- ❖ Transactional analysis
- ❖ Straight lectures
- ❖ Simulation exercises

29. What are the objectives of training and development?

- A. Individual objectives
- B. Organizational objectives
- C. Functional objectives
- D. Societal objectives

30. Explain the factors affecting recruitment.

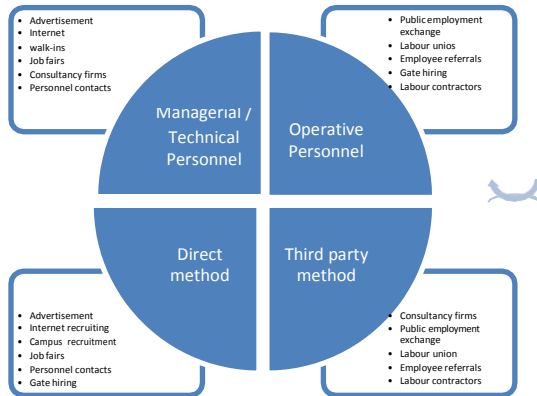
- + Wage and salary policies.
- + The age composition of existing working force.
- + Promotion and retirement policies
- + Turnover rates
- + The level and seasonality of operations in question
- + Future expansion and reduction programmes
- + Recruiting policy of the organization.
- + Human resource planning strategy of the company
- + Size of the organization and the number of employee employed.
- + Cost involved in recruiting employees and finally
- + Growth and expansion plans of the organization.

31. What are the objectives of HR Planning?

1. To ensure optimum utilization of human resources currently available in the organization.
2. To assess or forecast the future skill requirement of the organization
3. To provide control measures to ensure that necessary resource are available as and when required.
4. A series of specified reasons are there that attaches importance to manpower planning and forecasting exercises.
 - To link manpower planning with the organizational planning
 - To determine recruitment levels.
 - To anticipate redundancies.
 - To determine optimum training levels
 - To provide a basis for management development programs.
 - To cost the manpower
 - To assist productivity bargaining
 - To assess future accommodation requirement.
 - To study the cost of overheads and value of service functions
 - To decide whether certain activity needs to be subcontracted.

10 MARKS QUESTIONS AND ANSWER

32. Explain Methods of Recruitment.



33. Explain types of Transfers.

- General
- Production
- Replacement
- Shift
- Remedial
- Versatility
- Punishment or penal
- Mutual
- Request or Personal

34. Explain purpose and uses of job analysis

- Organization and manpower planning
- Recruitment, selection
- Wage and salary administration
- Job re-engineering
- Employee training and management development
- Performance appraisal
- Health and safety.

35. What are the functions of personnel department?

Managerial function

- Planning
- organizing
- directing
- co-ordinating
- controlling

Operative function

- The procurement function
- The development function
- The compensating function
- Integration function
- The maintenance function

36. What are the importance of HR Planning?

- Future personnel needs
- Part of strategic planning
- Creating highly talented personnel
- International strategies
- Foundation for personnel functions
- Increasing investments in human resources
- Resistance of change
- Uniting the viewpoint of line and staff managers
- Succession planning
- Other benefits

37. Explain challenges in HR Managers

- ❖ Managing the vision
- ❖ Internal environment
- ❖ Changing industrial relations
- ❖ Building organizational capability
- ❖ Job design and organizational structure
- ❖ Managing the large work force
- ❖ Employee satisfaction
- ❖ Modern technology
- ❖ Computerized information system
- ❖ Managing human resource relations

38. Explain the Functions of HRM.

- Human resource management is concerned with managing human resource at work
- Human resource management applies to the employees in all types of organizations
- Human resource management involves planning of human resource, requirements, recruitment, selection, training etc.
- Calculation to net human resource requirement based on present inventory of human resource.
- Striking a balance between internal and external sources.
- Evaluating the effectiveness of training programmes.
- Evaluating the effectiveness of executive development programmes
- Performance appraisal
- Human resource management is creator of organizational culture and facilitator of organizational commitment.
- To diagnose problems and to determine appropriate solution particularly in the human resources areas.
- To provide Co- ordination and support services for the delivery of HRD programmes and services.
- To identify learning needs and then design and develop structural learning Programmes and materials to help accelerate learning for individuals and groups.

39. Types of Test

- ❖ Mental ability test
- ❖ Dexterity test
- ❖ Interest test
- ❖ Achievement test
- ❖ Personality test
- ❖ Aptitude test
- ❖ Situation test
- ❖ Temperament test

40. Common challenges associated with the performance measurement

- Dominate financial or other back-ward looking indicators
- Failure to measure all the factors that create value

- Little account taken of asset creation and growth
- Poor measurement of innovation, learning and change
- A concentration on immediate rather than long-term goals.

41. Training and development objectives

- ❖ Individual objectives
- ❖ Organizational objectives
- ❖ Financial objectives
- ❖ Societal objectives

42. What is job analysis and Total Quality Management(TQM)?

- ✓ Creation of common company theme.
- ✓ Creation of customer centric mentality
- ✓ Improvement becoming part of the job
- ✓ Each function reassess its purpose
- ✓ Improvement becoming a continuous process
- ✓ Communications to improve
- ✓ Bureaucracy to be reduced.

43. Explain the Job Description.

1. Job title
2. Job location
3. Goals and objectives
4. Position reports
5. Immediate level subordinates
6. Machines, tools and equipments used
7. Key responsibilities
8. Core skills
9. Authority limits
10. Working environment
11. Hazards

44. What is the significance of HRD?

- a. Growth of organization
- b. Development of work culture
- c. Developing potentialities
- d. Growth of employees
- e. Country develops if the human resource is developed
- f. Entrepreneurship increase

45. Discuss the nature of HRM?

- Organization are the people who manage.
- HRM involves acquisitioning, developing, maintaining
- Decisions relating to employees must be integrated
- Decisions made must influence that effectiveness of an organization
- HRM functions are confirmed to Non-business organization also.

46. New trends in HRM?

- ✓ Attitude surveys
- ✓ Better communication channels
- ✓ Change in the work-Life
- ✓ Job redesign
- ✓ Job enlargement
- ✓ New approaches to compensation and rewards
- ✓ Career planning
- ✓ Performance appraisal
- ✓ Decentralization
- ✓ Breaking down the hierarchical structure
- ✓ Facilitating empowerment
- ✓ Initiating and facilitating process of change
- ✓ Enlarging and knowledge base
- ✓ Developing team spirit
- ✓ Facilitating the employees desires of self-Actualization.