Reg.No. \_\_\_\_\_\_\_\_\_\_\_\_

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**End Semester Examination – Nov/Dec – 2018**

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| **Code :** | **16MS3052** | **Duration :** | **3hrs** |
| **Sub. Name :** | **DESIGNING HUMAN RESOURCE SYSTEM** | **Max. marks :** | **100** |

**ANSWER ALL QUESTIONS (5 x 20 = 100 Marks)**

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| **Q. No.** | **Sub Div.** | **Questions** | **Course**  **Outcome** | **Marks** |
| 1. | a. | ‘Bad hiring is an outcome of outsourcing recruitment activities’ – Do you agree with this statement? Justify | CO2 | 10 |
| b. | Discuss the merits and demerits of a forced comparison appraisal system, with suitable examples | CO2 | 10 |
| (OR) | | | | |
| 2. | a. | Discuss the various elements of a job description, with suitable examples | CO1 | 10 |
| b. | ‘Career plateaus are an intrinsic element of an organization’s hierarchy. Regardless of performance, an employee must seek opportunities outside the organization to advance his/her career growth’ – Do you agree with statement? Justify | CO3 | 10 |
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| 3. | a. | Differentiate between Critical incident method and Behaviorally Anchored Rating Scale (BARS), with suitable examples | CO2 | 10 |
| b. | Draft an induction program for new hires joining in a BPO organization. | CO3 | 10 |
| (OR) | | | | |
| 4. | a. | Elaborate on the various external sources of recruitment, with suitable examples. | CO1 | 10 |
| b. | ‘Elaborate on the utility of informal networks/social media/professional network in organizational communication, with relevant examples. | CO3 | 10 |
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| 5. | a. | Differentiate between mentoring and coaching, with relevant examples. | CO2 | 10 |
| b. | ‘Retrenchment and organizational restructuring have no impact on organizational culture’ – Do you agree with this statement? Justify your viewpoint with realistic examples. | CO3 | 10 |
| (OR) | | | | |
| 6. | a. | Discuss the utility of feedback as a part of performance management and its impact in determining standards of performance. | CO2 | 10 |
| b. | As a HR manager, describe the initiatives you would take to enhance the employee’s quality of work life. | CO2 | 10 |
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| 7. | a. | Explain the utility of Balanced Scorecard in performance management. | CO2 | 10 |
| b. | Describe the various functions of HR systems. | CO1 | 10 |
| (OR) | | | | |
| 8. | a. | Discuss the factors that contribute to job enrichment. | CO1 | 10 |
| b. | Explain the competency mapping process, with suitable examples. | CO1 | 10 |
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|  | | **Compulsory**: |  |  |
| 9. |  | The biggest HR challenge going forward will not be related to technology, but rather culture. Managers frequently have both known and unknown biases when it comes to personal hiring decisions. Many of them make hiring decisions based on , for example, who resembles them best than who might, based on the facts and requirements be best suited for job. Senior managers are going to need to cede more control of hiring decisions over to HR professionals armed with data and algorithms.  In time, a talent gap will emerge in the industry. The best HR professionals will migrate to organizations that recognize their strategic valueby providing them with the IT tools needed to realize it. Those organizations will eventually attract better talent if for no other reason than being able to first recognize it, and second, appreciate it. Organizations naturally will still have the right culture in place to retain that talent. But HR is the place where organizations make their first impression on a new employee and, as the saying goes, no one ever really gets to make a first impression twice. |  |
| a. | Discuss the advantages and challenges of incorporating technology and AI in hiring practices. | CO2 | 10 |
| b. | Will intuition/individual perception play in role in hiring practices in the future or will hiring be based solely on data? Validate your answer with examples. | CO3 | 10 |