

Name:

Enrolment No:



UNIVERSITY OF PETROLEUM AND ENERGY STUDIES

End Semester Examination, July 2020

Course: Human Resource Management

Semester: 4

Program: BBA(OGM/ E-Business)

Course Code: HRES 3001

Time: 03 hrs.

Max. Marks: 100

IMPORTANT INSTRUCTIONS

- 1. The student must write his/her name and enrolment no. in the space designated above.*
- 2. The questions have to be answered in this MS Word document.*
- 3. After attempting the questions in this document, the student has to upload this MS Word document on Blackboard.*

S. No.		Marks	CO
Q 1.	You are a HR manager at ABC Ltd. Performance of sales workforce is very poor at your company. Using Job Characteristic Model of Hackman and Oldham design job for salesperson to improve their performance at job.	20	CO4
Q2.	Sandeep Singh an administrative clerk working in your organization from last 7 years. His performance is very poor, if we compare with other staff in the same position. How would you find poor performance of Sandeep is due to poor training or to some other cause?	20	C04
Q3.	Design a recruitment strategy using social media for a FMCG company.	20	CO2
Q4	Design a benefit and welfare scheme for your employees considering social security legislations in India.	20	C04
Q5	Express Auto, an automobile mega –dealership with more than 600 employees that deals with 22 car models, has just received very discouraging set of survey results. Customer satisfaction score has fallen. Customer complaints include: <ul style="list-style-type: none">• It was hard to get prompt feedback from mechanics by phone.• Salespeople often do not return phone calls• New cars were often not cleaned	20	C03

	What recommendations would you make to improve the compensation system in a way that would likely improve customer satisfaction.		
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