

Name:		 UPES UNIVERSITY WITH A PURPOSE
Enrolment No:		
UNIVERSITY OF PETROLEUM AND ENERGY STUDIES Online End Semester Examination, May 2021		
Course: Human Resource Management Program: BBA LLB (CL/BIFL/ITIL) Course Code: CLNL2014		Semester: II Time 03 hrs. Max. Marks: 100
SECTION A		
1. Each Question will carry 5 Mark		
S. No.	Question	CO
Q1	Define Human Resource Planning.	CO1
Q2	Name the various challenges of Human Resource Management.	CO1
Q3	Name the various forecasting methods of HRM.	CO1
Q4	Differentiate between job specification and job description.	CO2
Q5	What do you understand by internal mobility?	CO4
Q6	List down the tools of job analysis.	CO3
SECTION B		
1. Each question will carry 10 marks		
2. Instruction: I. Write short / brief note		
II. Scan and Upload		
Q 7	List and explain the various methods of performance management system.	CO3
Q 8	Name and explain various methods of on the job training. Give suitable examples.	CO2
Q 9	Explain Kirkpatrick's Four-Level Framework of Evaluation Criteria.	CO2
Q 10	Mention and elaborate on the various components of performance management.	CO3
Q 11	Explain the five key components of competency mapping.	CO4
SECTION C		
1. Each Question carries 20 Marks.		
2. Instruction: I. Write long answers		
II. Scan and Upload		
Q12	Name and explain various internal and external factors affecting recruitment process. Give suitable examples. OR Citra Fertilizers is a 11-year-old compost fabricating organization in Punjab, chosen to grow their business in 3 different states specifically Karnataka, Tamil Nadu and Assam where the product is having acceptable interest. They intended to move toward farmers straightforwardly to comprehend their requests and furthermore the vendors in the said state to set up the products Mr. Aditya who is taking care of the HR branch of Citra was been called by Mr. AM Singh. He educated Aditya that, "Aditya today I am energized as we are extending our	CO4

business in different parts moreover. Along these lines, I need you to distinguish best possibility for our promoting office who can set up our products in the new market". He proceeded, Aditya I need 3 best advertising applicants set up inside seven days. Try not to sit tight for any further request total the assignment in a most ideal manner." Mr. Aditya additionally began his work with prompt impact.

He settled 3 best competitors specifically Mr. Kushwa, Mr. Dev and Mr. Bowmick. Every one of the three applicants were having acceptable experience and incredible history in top manure organizations. After Recruitment Mr. Aditya acquainted them with Mr. AM Singh from there on Mr. Singh relegated with their obligations. Following a month Mr. AM Singh called Mr. Aditya and begun a warmed contention as follows, "Aditya I trusted you and requested that you enlist 3 best competitors, Once you settled I didn't had a doubt, I set them for the errand and you impacted everything I could ever hope for". Befuddled Aditya asked in a well-mannered voice "Yet sir I brought best competitors, I am not ready to comprehend the issue sir. I didn't get the chance to meet them after I left them in your lodge"

Mr. Singh said "Alright, let me clarify you obviously. But Mr. Bowmick who is put in Assam, both of your other 2 competitors couldn't bring any business, they fizzled and are in skirt to surrender themselves. So Mr. Aditya mention to me what should I do now. For what reason should I pay you in the event that you can't do even an essential HR work."

Answer the questions -

1. What turned out badly for the situation?
2. Who is to blame Mr. Singh or Aditya or the 2 failed applicants?
3. How the fertilizer organization can emerge from this issue?
4. What are the HR ideas that you can connect with this case?