

[Time: 3.00 Hrs]

[Marks: 75]

Please check whether you have got the right question paper.

Instructions :

1. Q1 (20 marks) & Q8 (15 marks) are compulsory.
2. Attempt Any Four (40 marks) out of Q2, Q3, Q4, Q5, Q6 and Q7.
3. Students have to attempt any four out of the remaining six questions and within each question; students have to attempt any two out of three sub – questions. Each sub – question would carry 05 Marks.
4. Figures to the right indicate full marks.
5. Draw neat diagrams wherever necessary.

Q. Read and attempt the following:

10 Marks

State Bank of India (SBI) is a prominent public sector bank facing operational challenges and a lax customer service culture. Employees often engage in non-productive activities during work hours, leading to customer dissatisfaction. The bank's sluggish technology results in delayed operations, and disputes among staff members are common.

Despite having a veteran and unionized workforce, the organization lacks young, energetic personnel. Branches face high turnover rates, with cashiers and staff leaving within 2-3 months. Ms. Arundhati Bhattacharya, the Chairperson, identified malpractices and initiated an investigation. The investigation revealed improper recruitment procedures, biased appraisals, and a lack of performance reviews. Employees were not provided with proper induction, role clarity, or a Code of Conduct. Ms. Bhattacharya, a transformational leader, seeks HR experts to assist in designing Job Descriptions, an Employee Handbook, and a Performance Appraisal Form for SBI.

10 Marks

As an HR Manager, your role is to support Ms. Bhattacharya in implementing effective HR practices and fostering a positive organizational culture at SBI.

(a) What are the problems in the above Case Study at SBI? & If you were in place of MS. Bhattacharya, what solutions will you provide to above problems.?

(b) Design a Performance Appraisal Form with the process for SBI?

Q.2 Attempt any two of the following:

10 Marks

- (a) Define HRM & explain in detail the nature of HRM
- (b) How does Human Resource Management influence organizational success in terms of scope and employee well-being in today's dynamic work environment?
- (c) Explain objectives of HRM with respect to pharma industry

Q.3 Attempt any two of the following:

10 Marks

- (a) Why is Human Resource Planning (HRP) essential for ensuring the strategic alignment of workforce needs with organizational goals
- (b) Explain the factors affecting HRP
- (c) How does the Human Resource Planning (HRP) process contribute to effective workforce management and strategic decision-making within a specific company

Q.4 Attempt any two of the following:

10 Marks

- (a) Define job Analysis and explain the importance of analysis in detail?
- (b) Explain (Any Two)
 - i. Job Description
 - ii. Job Specification
 - iii. Job Enlargement
- (c) What are the Traditional & Modern Methods of Appraisals? explain with Diagram.

Q.5 Attempt any two of the following:

10 Marks

- (a) Define Recruitment and explain process of recruitment
- (b) Explain different sources of recruitment in detail?
- (c) Difference between recruitment and selection?

Q.6 Attempt any two of the following:

10 Marks

- (a) Explain selection procedure with the help of a company operating in the business of electronics sector?
- (b) Explain induction programme in detail with the types of induction programme
- (c) Explain the process of performance appraisal?

Q.7 Attempt any two of the following:

10 Marks

- (a) Explain different problems of performance appraisal
- (b) Explain how to manage ethics at workplace in detail?
- (c) While understanding a company's perspective kindly design a process of training programme?

Q.8 Write short notes on Any three the following:

15 Marks

- (a) Job Rotation
- (b) Succession planning
- (c) Personal Strategies to manage stress
- (d) CSR
