

Institute of Distance & Open Learning  
MMS Programme: Semester – III (2021-22)  
Human Resources Specialization

**Human Resource Planning and Application of Technology in HR - 60 Marks**

**Instructions**

1. Q1 (20 marks) is 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
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**Q1. Is compulsory (20 marks)**

A Trading Assistant's Job Based on the view of what is happening in Fortunate Financial Services Limited (FFSL). Robin Singh, the branch manager of Delhi office, concluded that one of the first things he had to attend involved developing job descriptions for his one-line trading assistants. The daily turnover of the FFSL's Branch in the Connaught circus area has been going up steadily in the recent times, thanks to the stock market boom in January, 2000; it has reached an all time high of 7 crore. To in cash the opportunities presented by the boom FFSL had recruited 5 additional assistants- all young graduates with over two years of experience in stock market operations taking the total number of assistants to 12. Two supervisors have also been appointed about six months back to oversee trading arrangements and back office operations. The branch allows trading in stock belonging to BSE, NSE and DSE. Each assistant had to look after the requirement of more than 30 clients on daily basis. In recent times, FFSL face the number of problem on settlement day

*Major steps taken to sustain with the rise and fall of Stock Prices:*

- Clients exceeded their limit with active cooperation from trading assistants/ Supervisors. Clients issued checks which bounced back later on.
- Shares certificates were not handed over in time or delivery slips not handed in over in cases of dematerialized stocks.
- Clients simply disappeared for a while, whenever they took a long position in a particular scrip - only to surface when the price is up.

*Problem discussed with the Management:*

- Clearly define the roles and responsibility of trading assistants and supervisors.
- Assess the net worth of a client carefully before enrolling him as a member.

- Set trading limits clearly and circulates this to assistants daily.
- On the settlement day ask the clients to pay or square up.
- Collect amount from clients on a daily basis whenever they exceeded limits.
- Make the entire group responsible, whenever they allowed clients to exceed limits.

**Questions:**

1. What should be the formal and final form of the trading assistant's job description? (8 marks)
2. Is it advisable to specify rules and regulations in the body of the job descriptions or should these be kept separately? (5 marks)
3. How would you have conducted the job analysis in the above case? (7 marks)

Q2 Any two from (a) or (b) or (c) (10 Marks)

- (a) Elaborate on the indicators of Human Resource Planning. (5 Marks)
- (b) Briefly explain the Job Analysis factors. (5 Marks)
- (c) How is Demand ascertained in Human Resource Management. (5 Marks)

Q3 Any two from (a) or (b) or (c) (10 Marks)

- (a) How is Supply ascertained in Human Resource Management. (5 Marks)
- (b) Explain Collection and application of Job analysis information (5 Marks)
- (c) How has HR Analytics and people strategy become a persuasive HR function (5 Marks)

Q4 Any two from (a) or (b) or (c) (10 Marks)

- (a) What are Benefits of workforce diversity policies. (5 Marks)
- (b) Write a short note on Recruitment and selection in an internet context (5 Marks)
- (c) Explain Payroll and the Human Resource Information Systems (5 Marks)

Q5 Any two from (a) or (b) or (c) (10 Marks)

- (a) What are the types of employment tests (5 Marks)
- (b) Explain executive talent search (5 Marks)
- (c) Explain Education and Religion as a dimension of workforce diversity (5 Marks)

Q6 Any two from (a) or (b) or (c) (10 Marks)

- (a) What steps should organisations follow to implement effective performance management practices (5 Marks)
- (b) What are challenges of HRIS in payroll management (5 Marks)
- (c) What are the strategies for International HRM (5 Marks)

Q7 Any two from (a) or (b) or (c) (10 Marks)

- (a) What are the tools for business analytics (5 Marks)
- (b) What are the key challenges of business analytics (5 Marks)
- (c) What are the techniques for business analytics (5 Marks)

**Note:**

**A Student has to separately secure minimum 50% marks in the Internal assessments and secure minimum 50% marks in the Semester End Examination in every subject to be declared as Pass.**