TRIBHUVAN UNIVERSITY

FACULTY OF MANAGEMENT

Office of the Dean

Full Marks: 60
Time: 3 hrs

2012

BIM / Seventh Semester / MGT 202: Human Resource Management

Candidates are required to answer all the questions in their own words as far as practicable.

Group "A"

Brief Answer Question: [10×1=10]

1. State organization related outputs of HRM.
2. List four objectives of Human Resource Planning.
3. List five "core job characteristics" of Job Characteristics Method.
4. Point our different types of selection interview.
5. State the four levels of training evaluation as suggested by Donald Krikpartrick.
6. List hygiene factors of Herzerg's Motivation-Hygiene Theory.
7. State four uses of performance appraisal.
8. Mention performance-based rewards.
9. List sequence of disciplinary actions under progressive discipline.
10. Introduce two major types of trade unions.

Group "B"

Short Answer Questions: [6×5=30]

11. Describe the functions of Human Resource Management in an organization.
12. Define human resource planning. How is current human resources in HR planning process assessed? Explain.
13. Explain job analysis. Elucidate the methods of collecting job analysis information.
14. What is online recruitment? Explain its advantages and disadvantages.
15. What is a performance appraisal interview? State and explain its objectives.
16. Give the concept of labor relations. Explain the major actors of labor relations.

Group "C"

Comprehensive Answer Questions: [4×5=20]

17. Read the following text carefully and answer the questions given below:
Achiever's IT Solution is an IT company located in Kathmandu and is in the business of assembly, sales and maintenance of computer and peripherals. The Chief Technical Officer Mr.Sanjesh Shrestha looks after the operation of the company. He is responsible for making sure the workflow is smooth, that jobs are done one time, and that quality standards are maintained. He says that his job is to let his employees know that they are the most important people in the company. If they don't do their jobs well, the business loses customers. And he wouldn't want to see that happen, as his job is "the reason that he can support his children and his home." Computer assembly facilities, stores and showrooms are clean, brightly lit, and nice places to work. Despite economic downturn in Nepal, Achiever's IT Solution employees receive excellent pay and benefits. Their pay rates are nearly double the country's minimum wage levels. The company also lends money to employees to buy computers at discounted rate. If the computers they purchase are in need of service, they are taken to the company maintenance facility where they are

serviced at no cost to the employee. Employees also enjoy medical treatment at a company facility – again at no cost to them. And many of the employees bring their children to work with them and place them in the company's daycare facility. In addition, the employees are regularly trained on-the-job to face new challenges in the market.

Achiever's IT Solution has earned a reputation as a remarkable progressive employer with cutting-edge labor practices. The company's founder, Binit Sharma,say, "Everything that we give to our wokers gets returned to us in terms of efficiency, quality, loyalty, and innovation. It's just smart business". Through the efforts of its employees, the company is growing nearly 20 percent each year. Employee turnover is nearly nonexistent.

In case of Global Networks, a company involved in computer networking and security, things are not smooth. Executive director of the company Mr. Sudhir is wondering despite having well capable employees is terns of education, experience, and competencies they are not performing well. Work system is not so pleasant and Sudhir has not been able to pay his employees as Achiever's IT Solution is paying. Sudhir called Sanjesh and asked for help, In a lunch meeting, Sudhir explained his company situation to Sanjesh and also mentioned that his employees need continuous training to upkeep with the changing market demands in computer networking and security. But he is not sure where to start and what kind of training would be appropriate. After listening to Sudhir,Sanjes said, "well my friend you need a long way to go, but don't worry I will help you every possible way".

Question:
   a. Identify the motivation aspect at Achiever's IT Solution and how do these motivation aspects relate to Maslow's hierarchy of needs theory?
   b. If you are Sanjesh, how you will explain to Sudhir that what factor are required for better employee performance?
   c. Suggest Sudhir about training need analysis and how it could be conduct?
   d. What training methods would be appropriate for Global Network employees?