

**VPM's**  
**DR VN BRIMS, Thane**  
**Programme: PGDM (2016-18)**  
**Third Trimester Examination April 2017**

<b>Subject</b>	<b>Human Resource Management</b>		
<b>Roll No.</b>		<b>Marks</b>	<b>60 Marks</b>
<b>Total No. of Questions</b>	<b>7</b>	<b>Duration</b>	<b>3 Hours</b>
<b>Total No. of printed pages</b>		<b>Date</b>	<b>25.04.2017</b>

**Note: Q1 is compulsory and solve any FOUR from the remaining SIX questions.**

**Q1) Analyze the attached Case Study and answer the questions 20 Marks**

Q2) a) How has the role of HR Manager changed over the time?

b) *“One machine can do the work of fifty ordinary men. No machine can do the work of one extraordinary man.”* Comment on the statement.

Q 3) a) Define Manpower Planning and considering the steps of MPP how would you do planning for a newly opened Gym?

b) If you are the HR Manager, what strategies would you design in your organization to maintain Work life Balance?

Q4) a) Explain the importance of Background Check Verification?

b) Design an ideal induction programme for the Relationship Managers in an Insurance industry.

Q5) a) Differentiate between Recruitment and Selection.

b) Highlight some common errors while conducting an interview.

Q6) a) If you had to design an appraisal system for a retail store like Pantaloons, which appraisal method would you choose and why?

b) Which are the most cost effective sources of recruitment? Why?

Q7) Write Short Notes on any 2:

a) Psychometric Test

b) Vestibule Training

c) Checklist Method

## SBI

SBI, a nationalised bank, having more than 1,000 branches and a staff of more than 10,000 has two residential Training Colleges. One of the colleges cater to the needs of the officers and at the other centre, staff is sent for training. Training for Clerical Staff is arranged in two phases. Firstly, a clerk is sent for an induction course within six months of joining the bank and secondly, for Senior Clerks with more than three years service specialized programmes on Loans, Foreign Exchange, Bills and Deposits and Agriculture Finance etc., are arranged.

One such one-week programme on Foreign Exchange for clerks was being conducted at SBI's training centre at Hyderabad. On the very first day of the training programme, just after introductory session, some trainees instead of attending the classes in the second session kept on viewing world cup cricket match on television. The chief instructor of the Centre, Dr. Murthy advised the trainees to attend the class and asked a peon Mr. Jagan not to allow anybody to operate television between 10.00 AM to 5.00 PM (Working hours). Incidentally, on the second day of the programme, the semifinal of the world cup between India and Pakistan was being played. Some trainees requested that the day be kept as off-day or the classes may be held from 7.00 AM to 10.00 AM and then 5.00 PM to 8.00 PM so that they could view the cricket match on television. Dr. Murthy got angry and asked the trainees to attend the classes and asked catering staff to switch off the connection, and strictly ordered them not to allow anybody to operate television. Some trainees asked for casual leave which was also declined, because as per head office instructions, no leave except on medical grounds, could be sanctioned to a trainee. This led to heated discussions between one of the trainees and Dr. Murthy but thereafter the trainees attended the classes.

In the afternoon, Prof Ghori, an eminent Professor of the prestigious institute, came as a Guest Speaker to deliver two lectures on "Non Resident Accounts." His first session passed off peacefully. After tea break, he started his next session (03.45 PM to 5.00 PM) but within 5 minutes he came out and went to Dr. Murthy's cabin and shouted. "Had I known that this would happen, I would have never come to deliver lectures in such a programme. These trainees are more interested in a cricket match than lecture. In fact, I also wanted to view the match but to honour my commitment I came to take the class." Dr. Murthy was taken aback and he anxiously asked Prof. Ghori what had gone wrong? Prof Ghori said "As the session began some trainees in the class were listening to the running commentary on transistors. I reprimanded them a number of times but they did not care. When I asked them point-blank whether they were interested in cricket match or lecture, they replied that they were interested in cricket match. Dr. Murthy felt sorry and asked Prof. Ghori to continue the class. He also said, "You know Prof. Ghori, in the programmes for Senior Clerks, sometimes this happens. They are frustrated because they have not been promoted. Moreover, many of them take it as paid Leave Travel Concession and they know that after going back they are not going to work on the seat for which they are being trained. Because of all this, they are not much interested in training." Prof. Ghori retorted, "We also conduct programmes for the Junior Level. But I shall never tolerate this kind of indiscipline in our Institute. I would have sent these trainees back to their place of posting. You know, I have prepared for this specific exercise for 4-5 hours and they are not bothered at all. I am sorry, I cannot teach such trainees."

In the meantime, the trainees also assembled and approached Dr. Reddy, one of the faculty members, who was also present. One trainee told Dr. Reddy, "when the session started Prof. Ghori himself enquired about the score. We took it that he was also interested in the match, and the match was in a climax position. We casually remarked that we were more interested in the match. However, we did not have any intention to insult Prof. Ghori."

### **QUESTIONS**

1. What title you suggest for this case study?
2. How would you deal with such trainees who are not interested in training?
3. What is your reaction to such requests for off day or leave or changing time during a training programme?
4. Do you think Prof. Ghori should have been briefed about earlier incident?