

**Term End Examination – December, 2018**  
**Diploma in Management (DIM)**  
**2015 – 2016 Syllabus**

**DIM-02: Introduction to Human Resource Management**

Time – 3 Hours

Full Marks – 100

*Answer all questions from 'Group-A', any four questions from 'Group-B',  
any four questions from 'Group-C' and any two questions from 'Group-D'*

**Group-A**

**1. Answer all the questions.**

**(1x10=10 Marks)**

i. Which of the following external recruiting techniques is MOST associated with the goal of finding jobs for unemployed individuals?

- a. Public employment agencies
- b. Private employment agencies
- c. Executive search firms
- d. College placement offices
- e. Job postings

ii. Which of the following would be considered an important organizational goal in recruiting efforts?

- a. Attract as many applicants as possible for a job
- b. Attract one or two highly qualified applicants for a job
- c. Use the recruiting process to explicitly differentiate among applicants
- d. Optimize the size of the pool of qualified applicants
- e. Make the job opening sound as challenging as possible to the applicants

iii. \_\_\_\_\_ are typically a function of the performance of the organization and are less dependent on the perceived performance of the executive.

- a. Bonuses
- b. Pay levels
- c. Wages
- d. Benefits
- e. Stock options

iv. The job evaluation system that results in a number of job grades is called

- a. job ranking
- b. the classification system
- c. the point system
- d. the factor comparison method
- e. job analysis

v. A program that allows employees to select the benefits they want is called a(n)

- a. cafeteria-style benefits plan
- b. employee assistance plan
- c. wellness program
- d. defined benefit plan
- e. workers' compensation

vi. The first step in job analysis involves

- a. determining who is responsible for collecting data
- b. determining information needs
- c. determining data collection methods
- d. identifying the work to be assessed
- e. defining the work itself

vii. Which of the following would be considered an advantage of external recruiting?

- a. It may stifle creativity and new ideas in the organization
- b. It can cause the ripple effect
- c. It may damage existing employees' motivation
- d. It can enhance organizational vitality and innovation
- e. It sustains the existing organizational culture

viii. If an organization wants to assess whether an applicant can actually perform a particular job, which selection technique would BEST provide this assessment?

- |                           |                         |
|---------------------------|-------------------------|
| a. Employment test        | d. Work simulation      |
| b. Cognitive ability test | e. Structured interview |
| c. Integrity test         |                         |

ix. The number years spent working in a profession is an example of which of the following basic selection criteria?

- |                 |              |
|-----------------|--------------|
| a. Education    | d. Skills    |
| b. Competencies | e. Abilities |
| c. Experience   |              |

x. Organizations are MOST likely to be able to pay below-market compensation rates in an area with

- |                        |                           |
|------------------------|---------------------------|
| a. high unemployment   | d. high labour costs      |
| b. high cost of living | e. highly skilled workers |
| c. high wage levels    |                           |

**Group-B**

**2. Write notes on any four from the following (each within 50 words). (5x4= 20 Marks)**

- |                              |                      |
|------------------------------|----------------------|
| a. Human Resource Management | d. Exit interview    |
| b. Selection                 | e. Recruitment       |
| c. Job specification         | f. Application blank |

**Group-C**

**3. Answer any four questions (each within 200 words). (10x4=40 Marks)**

- What is the relevance of Human Resource Management for contemporary business organizations?
- How to enrich a job effectively? Outline the merits and demerits of job enrichment briefly?
- Discuss the merits and demerits of internal and external sources of recruitment?
- Is it possible to build competitive advantage through employee involvement? If yes, how?
- What are the methods of appraisal? Which methods would you prefer as (i) an employee (ii) as a manager? Why?
- What are the principles to be kept in mind while developing a sound employee training programme?

**Group-D**

**4. Answer any two questions (each within 250 words). (15x2=30 Marks)**

- Differentiate between personnel management and HRM with example.
- Explain the roles and challenges of HR managers in the context of Indian service industry.
- Mention the relationship between compensation management and performance management along with their significance.
- Discuss the relevance of industrial relations in Indian context.