

**JAIPURIA INSTITUTE OF MANAGEMENT, NOIDA**  
**PGDM / PGDM (Marketing) / PGDM (Services Management)**  
**THIRD TRIMESTER (Batch 2017-19)**  
**END-TERM EXAMINATION, FEBRUARY- 2018, Set-II**

Course Name	<b>Human Resource Management - I</b>	Course Code	<b>HR301</b>
Max. Time	<b>2 Hours</b>	Max. Marks	<b>40</b>

**INSTRUCTIONS:** Attempt all questions from Section A and B.

**SECTION – A**

1. Read the following case-let and answer the questions that follow later:

Based on her review of the stores, Vandana, the HR manager of Carter Cleaning Company concluded that one of the first matters she had to attend is developing job descriptions of her store managers. As she tells it, her lessons regarding job descriptions in her basic management courses were insufficient to fully convince her of the pivotal role job descriptions actually played in the smooth functioning of an enterprise. Many times during her first few weeks on the job, Vandana found herself asking one of her store managers why he was violating what she knew to be recommended company policies and procedures. Repeatedly, the answers were "Because I did not know that was the way we were supposed to do it". Vandana knew that a job description, along with a set of standards and procedures that specified what was to be done and how to do it, would go a long way toward alleviating this problem.

In general, the store manager is responsible for directing all store activities in such a way that quality work is produced, customer relations and sales are maximized, and profitability is maintained through effective control of labor, supply, and energy costs. In accomplishing that general aim, a specific store manager's duties and responsibilities include quality control, store appearances and cleanliness, customer relations, book keeping and cash management, cost control and productivity, damage control, spotting and cleaning, equipment maintenance, purchasing, employee safety, hazardous waste removal, human resource administration, and pest control.

The question that Vandana had to address is as follows:

**Question:**

Suggest Vandana suitable methods to conduct the job analysis in the above case? What should be the format and final form of the store manager's job description and Job specification? **(12 Marks)**

**SECTION – B**

2. "Engaged employees" are defined as those who are fully absorbed by and enthusiastic about their work and so take positive action to further the organization's reputation and interests. What can HR managers do to enhance employee engagement? **(7 Marks)**
3. "The real HR Managers are the Line Managers". Justify the statement in the context of the partnership of line managers with HR Department with relevant business examples. **(7 Marks)**
4. It's time for annual appraisal cycle. The performance appraisals are primarily to be done by respective functional heads. Suggest any two methods of appraisal to the heads while ensuring that their ratings are free from potential errors in performance appraisal. **(7 Marks)**
5. According to you, how should Training Need Analysis be conducted in Indian public sector banks? What things should be observed to evaluate the effect of training on bank employees? Explain the above in the light of training process. **(7 Marks)**