



**Institute of Health Management Research**

**MBA Hospital and Health Management**

**Batch-23 (2018-2020)**

**First Year**

**HUMAN RESOURCE MANAGEMENT**

**Term Examination**

**Time - 3 Hour**

**MM-70**

The question paper contains 2 printed pages.

**Directions: Attempt Six questions in all. Question no. 1 and Question no. 9 are compulsory**

Q1. Write short notes on any five: (max. 100 words)

(5 X 4= 20)

- (a) Distributive Bargaining
- (b) Onboarding
- (c) Factor Comparison method
- (d) Assessment centres
- (e) Spiral Career path
- (f) Management by Objectives (MBO)
- (g) Job Specification
- (h) Position Analysis Questionnaire (PAQ)

Q2. Give a suitable definition of HRM to discuss its nature and scope. Will the role of HR be different in a services industry than one in the product industry? How? Explain (10 marks)

Q3. (a) Describe and explain the Qualitative methods for demand forecasting. (8 marks)

(b) What are the biases that might creep into evaluation because of the rater? (2 marks)

Q4. What is social media all about? Give four advantages of using social media for recruitment. If you were an HR manager what are the three features that you would include in the Facebook page of your organization. (10 marks)

Q5. (a) What are the various interviewing styles organizations are using today? Cite relevant examples. (6 marks)

(b) What is the purpose of a reference and background check? How it is carried out in any organization? (4 marks)

Q6. (a) What are the objectives of Induction training? LG sends its new recruits for a long and arduous Himalayan trek. What objectives would a trek of this kind achieve? (7 marks)

(b) Describe the different career paths an employee can follow. (3 marks)

Q7. (a) What are the different laws related to Working Hours, Conditions of Service and Employment? Explain any two of your choice. (5 marks)

(b) What are the different methods of job evaluation? Explain each with examples. (5 marks)

Q8. (a) What are the steps of an ideal Training Process and how is each step important. (5 marks)

(b) Explain the RAISEC Model of Career development. (5 marks)

### Q9. Case Study

(10 marks)

Read the Job Description given below and answer one of the two questions which follow –

#### JOB DESCRIPTION

Organization: ABC Credit Corporation

Job Title - Credit officer

Reporting to: Unit Manager/Regional Credit Manager

#### PURPOSE

Responsible for underwriting various types of loans (Personal Loans, Mortgage, 2 wheelers/Auto, Consumer Durable) for retail business as per company policy.

#### KEY ACCOUNTABILITIES:

- Enforcement and adherence of the company credit policy at the branch.
- Review and approval of credit files as per policy
- Personal discussion with customer for credit assessment
- Tele-verification of references/customer
- Approval of deviations as per policy.
- Review portfolio with respect to delinquency/losses/fraud of the portfolio underwritten.

#### KEY PERFORMANCE INDICATORS (KPI):

- Delinquencies of the underwritten portfolio
- Losses of the underwritten portfolio
- Turnaround time
- Approval/Reject Ratio
- Overall Branch Profitability

#### JOB SPECIFICATION:

Educational Qualifications: Graduate (Minimum Qualification)

Professional Experience:

- A year or more relevant experience in credit approval/processing/ underwriting in consumer finance (Personal loan/Mortgage/Auto/2W/Consumer Durable in NBFC/Banks/CPA firm (working on behalf of a bank)

#### Competencies Expected:

- Good communication (English and local language)
- Analytical and logical
- Assertive
- Initiative or high energy
- Ability to build good relationship with customers

**Question:** Design a selection process for the given below Job Description. Describe the selection tools you will use and explain why?