

STELLA MARIS COLLEGE (AUTONOMOUS), CHENNAI – 600 086
(Effective from the academic year 2020 – 2021)
DEPARTMENT OF SOCIAL WORK
HUMAN RESOURCE MANAGEMENT

END SEMESTER EXAMINATION
MAY 2021

CODE: 20HR/PC/HM24
COURSE: CORE
PAPER: HUMAN RESOURCE MANAGEMENT

Max Marks -50
Time –1 ½ Hours

SECTION A

Answer ALL. Answer should not exceed 50 words

(5X2=10 marks)

1. Define human resource management
2. What is HR audit?
3. What is Retrenchment?
4. What is Job specification?
5. Define orientation.

SECTION B

Answer any TWO. Answer should not exceed 600 words

(2X10=20 marks)

6. Define human resource planning. Explain the long term and short planning.
7. Explain grievance handling in detail.
8. Explain the types of compensation.

SECTION C

Answer any ONE. Answer should not exceed 1200 words

(1X20=20 marks)

9. **Case study:** When it comes to New and Young Worker Training, employers are required to orientate and train all workers “before” work begins, on safe work procedures, and hazards related to the job. But the term “new worker” isn’t as obvious as it seems. In this case study, we will define what it is to be a new or young worker and the training required.

1. **If you leave a company, and a few months later get re-hired for the exact same job position, are you considered a new worker, and what type of training should follow?**
2. **When putting together a training plan for new or young workers, what topics should be included in the training?**

- 3. Discuss the importance of young worker training, and list how and why it differs from the mature worker's needs?**
- 4. Considered a new worker, and should they have to undergo safety orientation and safe work procedure training again, and why?**

10. **Case study:** There are two college going students, name Alex and Stephanie, and at super market. To make ends meet and help pay for college fee. Both works for different departmental supervisor Dan and Jonathan respectively. Alex's supervisor Dan assigns him same work for days as he believes that practicing the same thing over and over again master the job. Alex was being de-motivated by doing same work every day. At the same time Stephanie's supervisor Jonathan takes care of his employees interests and use to assign them work each week. The outcome of this practice was that his employees were motivated and were satisfied with the work assigned to them because they were having different task to perform each week that they were more enthusiastic towards the work. It was observed by the employees of the supermarket that Alex's supervisor Dan was being bias with his employees. For, instance, he was providing 2 more dollars pay to a girl who used to say good and sweet things to him as compare to Alex. He was also strict with lunch timing which was 45 minutes for all employee of the supermarket but he expects his employees to finish it within 30 minutes. On the other hand Stephanie's supervisor Jonathan motivates his employees by giving them an opportunity and responsibility to complete certain task without interfering in them and by also providing them bonus for completion of work in given time.

- 1. How can expectancy theory be used to explain the differences in motivation between Alex and Stephanie?**
- 2. What specifies from the case apply to expectancy theory?**