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Punjab Technical University

B.Tech. – Computer Science & Engineering (Sem. – 6th)

Human Resource Management

Subject Code: HU-251

2 Mark Questions:-

Q:-1) What role does Human Resource Management play in an organization? (May 2012)

Ans:-1) An organization cannot build a good team of working professionals without good Human Resources. The key functions of the Human Resources Management (HRM) team include recruiting people, training them, performance appraisals, motivating employees as well as workplace communication, workplace safety, and much more.

Q:-2) Define Recruitment? (May 2012)

Ans:-2) The process of finding and hiring the best-qualified candidate (from within or outside of an organization) for a job opening, in a timely and cost effective manner. The **recruitment** process includes analyzing the

requirements of a job, attracting employees to that job, screening and selecting applicants, hiring, and integrating the new employee to the organization.

Q:-3) What is Induction? (May 2012)

Ans:-3) An **induction program** is the process used within many businesses to welcome new employees to the company and prepare them for their new role.

Q:-4) Define Career Planning? (May 2012)

Ans:-4) Career Planning: The process of establishing career objectives and determining appropriate educational and developmental programs to further develop the skills required to achieve short- or long-term career objectives.

Q:-5) For what purposes Job Description is used? (May 2012)

Ans:-5) A **job description** is a list that a person might use for general tasks, or functions, and responsibilities of a position. It may often include to whom the position reports, specifications such as the qualifications or skills needed by the person in the job, or a salary range.

Q:-6) What is Motivation? (May 2012)

Ans:-6) Motivation is defined as the process that initiates, guides and maintains goal-oriented behaviors. Motivation is what causes us to act, whether it is getting a glass of water to reduce thirst or reading a book to gain knowledge.

Q:-7) Define Wage? (May 2012)

Ans:-7) Wage: - Monetary remuneration computed on hourly, daily, weekly, or piece work basis. A fixed weekly or monthly wage is usually called a salary.

Q:-8) What are Industrial Relations? (May 2012)

Ans:-8) The term '**Industrial Relations**' comprises of two terms: 'Industry' and 'Relations'. "**Industry**" refers to "any productive activity in which an individual (or a group of individuals) is (are) engaged". By "**relations**" we mean "the relationships that exist within the industry between the employer and his workmen."

The term industrial relations explains the relationship between employees and management which stem directly or indirectly from union-employer relationship.

Q:-9) Why Trade Unions are Important? (May 2012)

Ans:-9) Trade unions play an important role and are helpful in effective communication between the workers and the management. They provide the advice and support to ensure that the differences of opinion do not turn into major conflicts.

The central function of a trade union is to represent people at work. But they also have a wider role in protecting their interests. They also play an important educational role, organizing courses for their members on a wide range of matters. Seeking a healthy and safe working environment is also prominent feature of union activity.

Q:-10) What is Social Security? (May 2012)

Ans:-10) Social Security may refer to the action programs of government intended to promote the welfare of the population through assistance measures guaranteeing access to sufficient resources for food and shelter and to promote health and wellbeing for the population at large and potentially vulnerable segments such as children, the elderly, the sick and the unemployed. Services providing social security are often called **social services**.

Q:-11) Define Human Resource Planning? (Dec. 2012)

Ans:-11) Human Resource Planning

The ongoing process of systematic planning to achieve optimum use of an organization's most valuable asset - its human resources. The objective of human resource (HR) planning is to ensure the best fit between employees and jobs, while avoiding manpower shortages or surpluses.

Q:-12) Write benefits of internal sources of Recruitment? (Dec. 2012)

Ans:-12) a) Familiarity - The organization and its employees are familiar to each other. The organization knows the ability and skills of the likely candidates since they are insiders - Similarly, employees also know about the working conditions and job requirements of the vacancies.

b) Better utilization of internal talent - Reliance on internal recruitment enables the enterprise to make the best use of the capabilities of its employees. For example, some employees may be so talented that they deserve, promotion, or some may do better on transfer to other jobs.

c) Economy - The cost of recruiting internal employees is minimal. The enterprise need not incur any expenditure on informing and inducing its employers to apply.

d) Motivational value - Internal recruitment is a source of encouragement and motivation for employees. The employees can look for promotion and

transfer with hope and thereby do their jobs well so as to earn the desired promotion/transfer.

Q:-13) What is a Principal Employer? (Dec. 2012)

Ans:-13) This is a name sometimes used when a particular employer has special rights or responsibilities, such as appointing trustees. For example, if several employers run a scheme together, the one who set it up might be the **principal employer**.

Q:-14) Define Career Planning? (Dec. 2012)

Ans:-14) Career Planning :- The continuous process of evaluating your current lifestyle, likes/dislikes, passions, skills, personality, dream job, and current job and career path and making corrections and improvements to better prepare for future steps in your career, as needed, or to make a career change.

Q:-15) For what purposes Job Analysis data is used? (Dec. 2012)

Ans:-15) A detailed analysis of the important functions of a particular job and the knowledge and skills necessary to successfully perform the functions.

Q:-16) Define Quality of Work Life? (Dec. 2012)

Ans:-16) A set of objective organizational conditions and practices designed to foster quality relationships within the organization; employees' perceptions of the degree to which the organizational environment meets the full range of human needs.

Q:-17) Define Communication? (Dec. 2012)

Ans:-17) Communication is the exchange and flow of information and ideas from one person to another; it involves a sender transmitting an idea, information, or feeling to a receiver.

Effective communication occurs only if the receiver understands the exact information or idea that the sender intended to transmit. Many of the problems that occur in an organization are the either the direct result of people failing to communicate and/or processes, which leads to confusion and can cause good plans to fail.

Q:-18) What is a Trade Union? (Dec 2012)

Ans:-18) A **Trade Union** is an organization made up of members (a membership-based organization) and its membership must be made up mainly of workers. One of a trade union's main aims is to protect and advance the interests of its members in the workplace.

Most trade unions are independent of any employer. However, trade unions try to develop close working relationships with employers. This can sometimes take the form of a partnership agreement between the employer and the trade union which identifies their common interests and objectives.

Q:-19) What is Gratuity? (Dec 2012)

Ans:-19) Gratuity is a part of salary that is received by an employee from his/her employer in gratitude for the services offered by the employee in the company. Gratuity is a defined benefit plan and is one of the many retirement benefits offered by the employer to the employee upon leaving his job. An employee may leave his job for various reasons, such as - retirement/superannuation, for a better job elsewhere, on being retrenched or by way of voluntary retirement.

Q:-20) What is Manpower Planning? (Dec 2011)

Ans:-20) Manpower Planning which is also called as Human Resource Planning consists of putting right number of people, right kind of people at the right place, right time, doing the right things for which they are suited for the achievement of goals of the organization.

Q:-21) What is Contract Labour? (Dec 2011)

Ans:-21) Contract Labor is when you hire someone to do a job for you, but they are not an employee, so you don't have to withhold taxes from their pay.

Q:-22) Define Bonus? (Dec 2011)

Ans:-22) Bonus: - Additional compensation given to an employee above his/her normal wage. A bonus can be used as a reward for achieving specific goals set by the company, or for dedication to the company.

Q:-23) What is Simulation Training? (Dec 2010)

Ans:-23) A training simulation is a virtual medium through which various types of skills can be acquired. Training simulations can be used in a wide variety of genres; however they are most commonly used in corporate situations to improve business awareness and management skills. They are also common in academic environments as an integrated part of a business or management course.

Q:-24) Define Job Satisfaction? (Dec 2010)

Ans:-24) Job Satisfaction is the level of contentment a person feels regarding their job.

- Job satisfaction can be influenced by a person's ability to complete required tasks, the level of communication in an organization, and the way management treats employees.
- It isn't always easy to measure job satisfaction as the definition of satisfaction can be different for different people.
- If an organization is concerned about job satisfaction of their employees, management may want to conduct surveys to determine what type of strategies to implement.

Q:-25) What is Minimum wage? (Dec 2010)

Ans:-25) A **Minimum wage** is the lowest hourly, daily or monthly remuneration that employers may legally pay to workers. Equivalently, it is the lowest wage at which workers may sell their labor.

Q:-26) What is Fringe Benefits? (Dec 2010)

Ans:-26) Fringe Benefits: - A collection of various benefits provided by an employer, which are exempt from taxation as long as certain conditions are met. Any employee who receives taxable fringe benefits will have to include the fair market value of the benefit in their taxable income for the year, which will be subject to tax withholdings, and social security benefits payments.

Q:-27) Define Labour Turnover? (Dec 2010)

Ans:-27) Labour Turnover :- The ratio of the number of employees that leave a company through attrition, dismissal, or resignation during a period to the number of employees on payroll during the same period.

Q:-28) What is Stress Interview? (Dec 2009)

Ans:-28) A Stress Interview takes place when a job applicant is placed in a stressful situation to see how they react. The candidate may be asked repeated difficult or inappropriate interview questions, there may be multiple interviewers at once or sequential interviews, or the candidate may be kept waiting, treated rudely, or otherwise put in an intimidating position.

The goal of a stress interview is to determine how a candidate reacts under pressure.

Q:-28) Define Collective Bargaining? (Dec 2009)

Ans:-28) Collective Bargaining: - The process of negotiating the terms of employment between an employer and a group of workers. The terms of employment are likely to include items such as conditions of employment, working conditions and other workplace rules, base pay, overtime pay, work hours, shift length, work holidays, sick leave, vacation time, retirement benefits and health care benefits.

Q:-29) Define Factory? (Dec 2009)

Ans:-29) A **Factory** or manufacturing plant is an industrial building where laborers manufacture goods or supervise machines processing one product into another.

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