**JAIPURIA INSTITUTE OF MANAGEMENT, INDORE**

**PGDM**

**SECOND TRIMESTER (Batch 2019-21)**

**END TERM IMPROVEMENT EXAMINATION, FEBRUARY-2020**

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| Course Name | **Managing Human Resources** | Course Code | **HR 201** |
| Max. Time | **2 hours** | Max. Marks | **40** |

**INSTRUCTIONS:**

All questions are compulsory.

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**Sec A**

**The Better Interview**

Like virtually all the other HR-related activities at Carter Cleaning Centers, the company currently has no organized approach to interviewing job candidates. Store managers, who do almost all the hiring, have a few of their own favorite questions that they ask. But in the absence of any guidance from top management, they all admit their interview performance leaves something to be desired.

Similarly, Jack Carter himself is admittedly most comfortable dealing with what he calls the nuts and bolts machinery aspect of his business and has never felt particularly comfortable having to interview management or other job applicants. Jennifer is sure that this lack of formal interviewing practices, procedures, and training account for some of the employee turnover and theft problems. Therefore, she wants to do something to improve her company s batting average in this important area.

**Questions.1** In general, what can Jennifer do to improve her employee interviewing practices? Should she develop interview forms that list questions for management and non-management jobs? If so, how should these look and what questions should be included? Should she initiate a computer-based interview approach? If so, why and how? **(8 Marks)**

**Questions.2** Should she implement an interview training program for her managers, and if so, specifically what should be the content of such a training program? In other words, if she did decide to start training her management people to be better interviewers, what should she tell them and how should she tell it to them?  **(8 Marks)**

**Sec B**

**Questions.3** “Explain to the head of a company how he or she could use the talent management approach to improve his or her company s performance. What items are typically included in the job description? **(8 Marks)**

**Questions.4** A well-thought-out orientation program is essential for all new employees, whether they have experience or not. Explain why you agree or disagree with this statement. **(8 Marks)**

**Questions.5** “e-HRM should be used as a support and not as a substitute to humans.” Do you agree? Why/ Why not? Discuss. **(8 Marks)**