

ISQ Examination (Summer-2012)

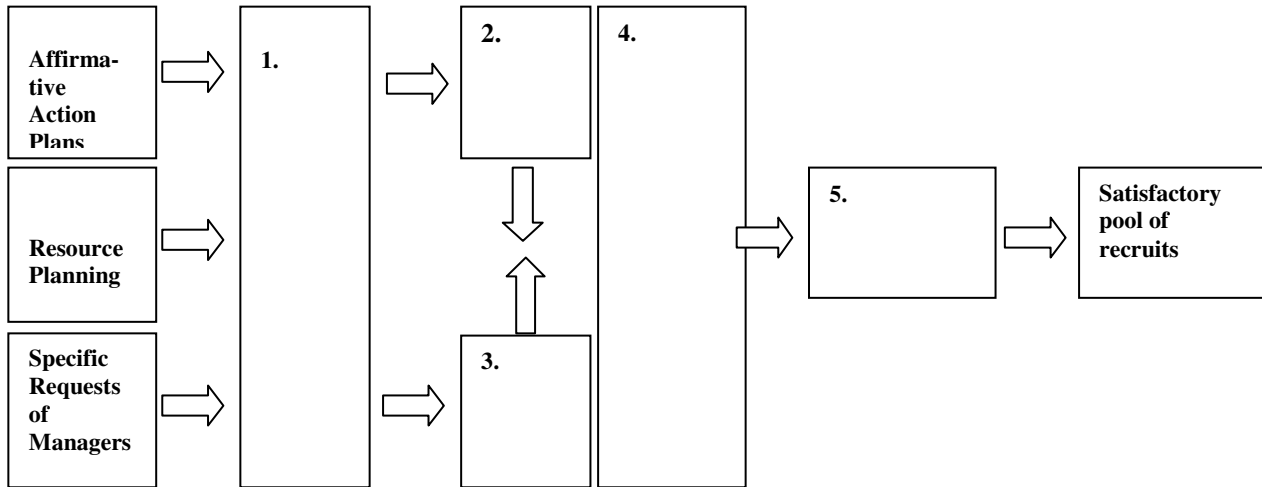
Human Resource Management & Organizational Behaviour–Stage-II

- Q. A) Explain the different levels of Maslow's needs hierarchy.
- Q. B) A new hire in an organization is a fresh college graduate and this is his first job. Explain with positive examples how he may progress in the organization based on Maslow's hierarchy.
- Q. A) What is Workforce Diversity? Explain with examples.
- Q. B) State the pros and cons if workforce diversity is limited.
- Q. Explain the factors that a firm must consider when facing an ethical conflict. Use examples to support your answer.
- Q. You have been appointed as the CEO of a large local bank which has a network of 1000+ branches across the country and a staff of 30,000 + employees. You have been mandated to redefine the direction of the bank to make it the largest bank in Pakistan with a vibrant and energetic staff, focus on technology, limited expenses and employees' turnover.

Come up with a mission statement and vision, and justify your reasons for doing so. What effects do you think your mission statement will have on the culture of the bank?

- Q. You are hired by an HR consultant for providing recruitment services to one of its clients. The client is a small Financial Institution, has an immediate need to appoint a recruitment service provider to deliver a seamless solution to ensure the recruitment objectives are met for operations. This need is identified by senior management who found their time increasingly consumed by recruitment issues and in turn, decreasing their ability to focus on core duties.

A sketch of an overview of the Recruitment Process is given below, label the boxes with important steps in the process.



Q. Following are the main functions of HRM.

- A) Selection and Placement
- B) Performance Appraisal
- C) Employee and Labor Relations
- D) Human Resource Research
- E) Compensation and Benefits
- F) Safety and Health
- G) Training and Development

Write the correct number of HRM function beside the given explanation.

Function	Explanation
	employees performance is reviewed and rewarded accordingly.
	Deciding the pay scales, packages and other benefits.
	Choosing the right employee and putting them into the right position.
	Providing an accident free and pleasant working environment.
	Anticipation of recurring trends of future as well as make pertinent decisions while hiring.

- Q. Discuss the various challenges HR managers have to manage in their jobs.**
- Q. What triggers the human resource demand? Explain at least THREE external and TWO internal reasons that can affect the demand.**
- Q. What are the ways to measure the HR demand in an organization?**
- Q. You are the branch manager and all the sales staff in the branch reports to you. You also have a colleague (Saima) who is the operations manager for the branch and all the processing and customer service staff reports to her. Both you and Saima have parallel positions and neither of you report to each other.**
 - A. What kind of organization structure exists at the branch level?**
 - B. Identify THREE potential issues which may arise between the two teams.**
 - C. Describe the ways you can adopt to resolve these conflicts.**
