

THE INSTITUTE OF BANKERS PAKISTAN
ISQ Examination (Summer-2011)
STRATEGIC HUMAN RESOURCE MANAGEMENT
Associateship

- Q.1** Job application blank collects information about recruits in a uniform manner. Please prepare a format of a Job Application Blank.
- Q.2** Please explain the following:
- A)** Employee turnover
 - B)** Job Design
 - C)** Talent Management
- Q.3** Prepare the Job Description of a Compliance Officer of a large size Commercial Bank.
- Q.4** If a bank desires to open branch in a busy Commercial area what activities would the HR department need to undertake before making it fully operational.
- Q.5** As part of effective human resources management, Elite International has established an employee performance review process. The performance review process is designed to facilitate the continued growth and success of the company by ensuring that employees' work performance contributes to the attainment of the company's objectives and that employees are developed to their full potential.

Program

Performance review in Elite International is considered not merely an annual event; rather it is an ongoing process which has three principal phases:

- **Annual work plans:** New work plans are agreed with the staff member by the end of August each calendar year.
- **Performance feedback:** Ongoing feedback, together with a more formal meeting with the staff member, takes place by the end of December each year to review progress to date and update the work plan for the balance of the review period.
- **Performance review:** Formal performance review interviews are conducted during July each year and cover the complete review period. Completed work plan and performance review forms are to be forwarded to Manager, Training and Development, by the end of September each year.

HR Department has been advised by the top management of Elite International that the current performance review system is not giving the desired results. As HR

professional, what suggestion will you give to improve the Performance Review System in Elite International?

- Q.6** Describe the topics which should be covered in the Employee Orientation Programs.
- Q.7** Some people believe that the HR department should have the authority to decide who is hired because it contains the experts on hiring. Others say that the immediate supervisor is responsible for employee performance and should have the final authority. Support one argument or the other and explain your reasoning.
- Q.8** Research suggests that interesting jobs and good pay are the two factors in jobs that are most important to people and contribute to employee motivation. Discuss.
- Q.9** Why would an HR department use seniority-based promotions and what problems might arise?
- Q.10** If you were to design a compensation package for your junior officer for a highly competitive and profitable organization in the consumer industry, what steps will you take?
