

HUMAN RESOURCE MANAGEMENT – BASIC PRACTICES – STAGE-III

ISQ Examination (Summer-2010)

- Q.1** Please write the alphabet of the selected choice in the answer column:
- Q.2** State True or False in the answer column. Give brief reason for your selection at the space provided below the question:
- Q.3** A) Please answer the following questions:
- (i) What are the main drivers behind work-life balance?
 - (ii) What are the potential advantages of employing older workers?
 - (iii) What are the key features of grievance procedure?
 - (iv) Give definition of Glass Ceiling, Autonomy and Comparable Worth?
- Q.3** (B) Differentiate between the two terms:
- (A) “Job Description” and “Job Specification”
 - (B) “Outplacement” and “Outsourcing”
 - (C) “Attrition” or “Layoff”
 - (D) “Coach” and “Mentor”
 - (E) “Growth” and “Development”
- Q.4** Given is a word bank of title terms of definition statements. Read the statements given below the word bank and match the title to the relevant definitions.
- i) Sabbatical
 - ii) Whistle-blowing
 - iii) Strategic Congruence
 - iv) Progression of Withdraw
 - v) Person Analysis

Definition Statements:

Statement A: _____ Theory that dissatisfied individuals enact a set of behaviors to avoid the work situation.

Statement B: _____ A process for determining whether employees need training, who needs training, and whether employees are ready for training.

Statement C: _____ the extent to which the performance management elicits job performance that is consistent with the organization's strategy, goals, and culture.

Statement D: _____ a leave of absence from the company to renew or develop skills.

Statement E: _____ making grievances public by going to the media or government.

Q.5 Farhan, the production manager for Xyz Company called his friend Wasay the HR manager to ask a favor. "Wasay, I have a friend I would like you to consider for the new sales manager's position. I really like the fellow and would appreciate anything you could do".

"Tell me about the person," said Wasay.

"Just graduated from university with a degree in History, I believe. No real work experience, but am sure he could learn quickly. Parents are real good friends of mine, and I sure would like to help him out" replied Farhan.

(A) What will be the problems which HR department and the company will be facing in the long run if Wasay hires Farhan's friend as a sales manager?

(B) If you are Wasay how would you respond?

Q.6 You are HR Director at Health Source, a drugstore chain, that is preparing to open new stores in Karachi and Islamabad. Each store will require about 15 clerks. Your recruiting efforts have been successful and each store has a track of about 100 applicants for those 15 jobs. You have performed a job analysis and concluded that the clerk must be able to learn to operate a cash register and make changes accurately, take the initiative in providing friendly assistance to customers, and show for work on time. In addition, because of the presence of the control drugs in the premises, you want clerks who have no history of drug problem or theft. Recommend a complete selection system for health source.

(A) How will you go about selecting clerks?

(B) How many selection devices will you use and in what order?

- (C) How do you expect applicants to react to the selection process at He Source?
- Q.7 (A) Why is it important for a manager to be able to conduct a job analysis? What are the negative outcomes that would result from not understanding the jobs of those reporting to the manager?
- Q.7 (B) What major reasons would an employer have for introducing skills-based pay?
- Q.8 (A) Why is the 'how' as important as the 'what' when it comes to planning and achieving performance?
- Q.8 (B) Why is it important to conduct pre-employment background investigation? Outline how you would go about doing so.
- Q.9 (A) If off-the job stress and dissatisfaction begin to create on-the-job problems, what are the rights and responsibilities of HR manager in helping the employee to overcome these problems?
- Q.9 (B) You have been asked to evaluate whether a company's pay structure is fair to women and minorities. How would you go about answering this question?
- Q.10 In what ways can performance assessment and management assist an organization in ensuring congruence between strategic goals and the behavior of employees?
