

ISQ Examination - Summer-2013
Human Resource Management and Organizational Behaviour - Stage- I

- Q. A. What is salary benchmarking?
- Q. B. State any TWO benefits of salary benchmarking.
- Q. C. Identify the steps involved in the process of salary benchmarking.
- Q. Improper selection can cause an HR department to fail at achieving their set targets. No organization can perform better than the people it employs. Hence, if the recruitment and selection process proves ineffective, the company may be exposed to future financial and legal damage.
- A. How does the selection process depend upon job analysis and human resource plans?
- B. State the organizational challenges that exist during the selection process.
- Q. Identify with reasoning FIVE key performance factors/indicators that can be used to gauge performance of the following:
- A. Non-Management Employees
- B. Management Employees
- Q. A. Work force diversity is an important outcome of globalization. Being an HR manager, what THREE strategies would you adopt to deal with this?
- Q. B. Explain any TWO consequences of ignoring workforce diversity.
- Q. Highlight any THREE differences between personnel management and human resource management?
- Q. Bank AIMujahid has always felt strongly about not allowing employees to smoke or eat in their branches during customer hours. Jamil, the HR Manager was therefore surprised to walk into a branch and find two employees eating lunch at the front desk during customer hours. There was a large pizza box

and the two of them were sipping colas. Not only did it look messy but there were grease stains and soda spills on the desk and the branch smelled of tomato sauce and pepperoni. In addition to being a turn off to customers, the mess on the desk increased the risks that important documents may get soiled.

Jamil talked about this to the branch manager who said that he had already asked the employees to clean up quickly but also politely added that it was not a rush hour in the branch. Jamil is confused as he feels that although it was not a serious offence, it called for more than the action taken by the Branch Manager. The bank at present does not have a disciplinary policy document that Jamil can refer to.

- A. What would you do if you were in Jamil's place and why?
- B. Should a disciplinary system be established at the bank? If yes, what should it cover and how do you suggest it deal with a situation such as this one?
- Q. A. What are the five main sources of power? Explain each one in detail.
- Q. B. In your opinion, what kind of powers should the following people have in order to be successful in their fields? Please justify your answers.
- A Branch Manager
 - Teller
 - CFO
 - HR Officer
 - An auditor
- Q. A. Briefly explain the two factor theory of Herzberg.
- Q. B. Describe the components of the two factors theory of Herzberg for management and non – management staff.
