

Mã học phần:
DQT0091

Tên học phần: QT. Nguồn Nhân lực

Tín chỉ: 3

Khóa: K26

Mã nhóm lớp
HP:

211_7QT0020_01, 02, 03, 04

- Đáp án số: 2 - Mã đề thi:

Thời gian: (ngày)

Hình thức thi: Tiểu luận/ bài thu hoạch

Lưu ý:

- Giảng viên chấm theo ý, không nhất thiết chấm đúng nguyên văn theo đáp án
- Sinh viên chỉ cần trình bày ngắn gọn – theo quy định số từ

Câu 1: 4 điểm – sinh viên chỉ cần đúng 5/8 ý là được hoàn toàn số điểm, nếu không, giảng viên chấm theo các ý chính mà cho điểm

Ý CHÍNH	ĐIỂM
1. Increase in the size and complexity of organisation.	0.5
2. Growing expectations of society from employers.	0.5
3. Rapid technological development.	0.5
4. Increasing proportion of women in the work force.	0.5
5. Rapidly changing jobs and skills requiring long term manpower planning.	0.5
6. Risk of professional and knowledgeable workers.	0.5
7. Growth of powerful nationwide trade union.	0.5
8. Revolution in information technology that might affect the work force.	0.5

Câu 2: 3.5 điểm

Ý chính	Điểm
1. To match the Employee specifications with the job Requirements and Organizational needs.	0.25
2. Organizational viability and the transformation process.	0.25
3. Technological Advances.	0.25
4. Organizational Complexity.	0.25
5. Human Relations.	0.25
6. Change in the job assignments	0.25
7. To increase productivity	0.25
8. To improve quality of the products and services	0.25
9. To improve organizational climate	0.25
10. To improve health and safety	0.25
11. To prevent obsolescence	0.25
12. Effect personal growth	0.25
13. Minimize the resistance to change	0.25
14. To act as a mentor	0.25

Câu 3: (2.5 điểm)

Ý chính	Điểm
1. Technical Skills:	0.5

<p>These enable a manager to use techniques, methods, processes and equipment effectively in performing specific jobs. These skills are developed through experience and education. These are most important for operating managers.</p>	
<p>2. Human Skills: These refer to the ability to work effectively with others on a person-to-person basis, and to build up cooperative group relations to accomplish the organizational goals. These include the ability to communicate, motivate and lead. These are also called human relations abilities, which enable a manager to handle human resources in such a way that personal satisfaction is achieved and organizational goals are attained.</p>	0.5
<p>3. Conceptual Skills: These enable a manager to consider an enterprise as a whole and evaluate the relationships which exist between various parts or functions of a business. In long-range planning, top managers need these skills. The higher one rises in the management hierarchy, the greater the need of conceptual skills. For example, members of the Board of Directors have to rely heavily on their conceptual abilities in making decisions.</p>	0.5
<p>To sum up, while human skills are important at all levels of management, conceptual skill is essentially critical in top executive positions, and technical skill is an essential ingredient in low-level management.</p>	1