Questions

1. How managing human resources in manufacturing sector is different from that of service sector?

2. Consider any service sector; categorize the types of service personnel in that sector.

3. How do you define human resource planning? How to estimate the number of employees required in any organization?

4. What are the challenges a service organizations face while planning human resources? Give examples.

5. How selection and recruitment process will differ for front end services and back end services?

6. Consider any service organization and study its recruitment and selection process.

7. What do you mean by effective training? Justify your answer with an example from service sector.

8. It is difficult to measure the employee effort in services. Justify your answer with examples.

9. 'Yum' burger has conducted time study to know how many burgers can be made in one hour. To serve one burger it requires 5 activities which are given in table below. The time study was performed in 7 cycles with performance rating of each activity given in table below. The allowance factor taken by Yum is 12%. Determine the normal time and standard time. How many burgers can be made in 1 hour?

Job Element	Activity	Cycles observed (Minutes)							Performance rating (%)
		1	**2**	**3**	**4**	**5**	**6**	**7**	
1	Preheat burger and cut in two halves	0.03	0.04	0.03	0.05	0.07	0.04	0.02	100
2	Spread Mayonnaise	0.06	0.05	0.06	0.07	0.08	0.05	1.32	105
3	Place vegetables on burger	0.11	0.13	0.10	0.12	0.10	0.13	0.14	110
4	Place cheese slice on burger	0.02	0.03	0.02	0.04	0.09	0.03	0.02	100
5	Pack the burger and stack it	0.15	0.13	0.30	0.12	0.15	0.12	0.13	110

10. The supervisor of a large insurance company organization wants to determine what the idle time is for a clerk with a confidence level of 95.5% and an accuracy level of 6%. After performing a random sample of 100 observations, it is determined there is 25% idleness. Analyze the percentage of operational idleness.

11. A work sample study of a material handling operator in the supermarket was conducted over 60 hours with following details in a table.

Number of units kept on shelves	580
Total number of observations	800
Total number of observations working	650
Average performance rating	95%

The total allowance given by the supermarket for placing the units on shelves in different aisles is 15%. Determine the standard time for this operation?