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**PRESIDENCY UNIVERSITY**

**Bengaluru**

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| **End - Term Examinations – JANUARY 2025** |
| **Date:** 02 -01-2025 **Time:** 01:00 pm – 04:00 pm |

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| **School:** School of Management (UG) | **Program:** BBA (Aviation Management) | |
| **Course Code :**BBA2003 | **Course Name :** Human Resources Management | |
| **Semester**: III | **Max Marks**:100 | **Weightage**:50% |

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| **CO - Levels** | **CO1** | **CO2** | **CO3** | **CO4** | **CO5** |
| **Marks** | **4** | **24** | **24** | **24** | **24** |

**Instructions:**

1. *Read all questions carefully and answer accordingly.*
2. *Do not write anything on the question paper other than roll number.*

**Part A**

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| **Answer ALL the Questions. (10 x 2 Marks = 20 Marks)** | **Bloom's Level** | **CO** |

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| **1** | List any two recent trends in HRM. | **2 Marks** | **Remember** | **CO1** |
| **2** | Define Human Resource Management? | **2 Marks** | **Remember** | **CO1** |
| **3** | List out two advantages of employee referrals in selection process. | **2 Marks** | **Remember** | **CO2** |
| **4** | Recall the difference between Recruitment and Selection. | **2 Marks** | **Remember** | **CO2** |
| **5** | Choose different kinds of Job design techniques used by organizations. | **2 Marks** | **Remember** | **CO3** |
| **6** | Name the steps involved in HRP. | **2 Marks** | **Remember** | **CO3** |
| **7** | Find out the meaning of Potential Appraisal. | **2 Marks** | **Remember** | **CO4** |
| **8** | Relate the role of technology in Performance Management System. | **2 Marks** | **Remember** | **CO4** |
| **9** | Name the training aids used for training program in organizations. | **2 Marks** | **Remember** | **CO5** |
| **10** | Label Training Needs Analysis Model? | **2 Marks** | **Remember** | **CO5** |

**Part B**

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| **Answer ALL the Questions. (5x 7 Marks = 35 Marks)** | | | | **Bloom's Level** | **CO** |
| **11** | **a** | Discuss about various types of tests in the selection process. | **7 Marks** | **Understand** | **CO2** |
| Or | | | | |
| **b** | Explain the significance of selection. | **7 Marks** | **Understand** | **CO2** |

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| **12** | **a** | Job analysis is a formal and detailed examination of a job. Outline the steps of Job analysis process. | **7 Marks** | **Understand** | **CO3** |
| Or | | | | |
| **b** | Explain the difference between job description and job specification. | **7 Marks** | **Understand** | **CO3** |

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| **13** | **a** | Interpret the steps in performance appraisal process. | **7 Marks** | **Understand** | **CO4** |
| Or | | | | |
| **b** | Demonstrate the methods of Performance Appraisal. | **7 Marks** | **Understand** | **CO4** |

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| **14** | **a** | Training evaluation is the systematic process of analyzing training programs. Summarize Philips ROI model of training evaluation. | **7 Marks** | **Understand** | **CO5** |
| Or | | | | |
| **b** | Explain the role of training, and why is it becoming more important in modern workplaces? | **7 Marks** | **Understand** | **CO5** |

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| **15** | **a** | Demonstrate the value of training program for organizations. | **7 Marks** | **Understand** | **CO5** |
| Or | | | | |
| **b** | Infer the steps in training process. | **7 Marks** | **Understand** | **CO5** |

**Part C**

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| **Answer Any THREE Questions. Each question carries 15 marks. (3Q x 15M = 45M)** | **Bloom's Level** | **CO** |

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| **15** | Choose different internal and external sources of recruitment with its advantages and disadvantages. | **15 Marks** | **Apply** | **CO2** |
| **16** | **Company ABC** is a medium-sized tech firm experiencing rapid growth. Over the past six months, the company has added several new clients, resulting in increased demand for its services. The management team has noticed that some departments are understaffed, while others have excess staff. This mismatch is causing delays in project delivery in certain departments, while other teams have employees with little work to do. Additionally, employee morale is starting to decline due to high workloads in some departments and boredom in others. The company’s leadership has identified the following challenges:  Employee Shortages in the Development Team and Customer Support Department.  Employee Surplus in the Marketing and HR Departments.  Employees in under-staffed departments are overworked and stressed.  Employees in over-staffed departments are disengaged and frustrated with lack of tasks.  Q.1  Identify **HRM strategies that you would recommend to address the employee shortages in the Development team and Customer Support departments?**  Q.2 Construct **employee surplus strategies in the Marketing and HR departments to avoid layoffs while keeping the staff motivated?** | **15 Marks** | **Apply** | **CO3** |
| **18** | Your company is shifting from an annual performance review system to a continuous feedback system. Interpret different kinds of Performance appraisal errors. | **15 Marks** | **Apply** | **CO4** |
| **19** | You are tasked with designing a training program for newly hired managers. The program must help them improve leadership skills and foster better team collaboration. What training methods would you include in this training program,  Experiment with different on-the-job training methods and off-the-job training methods. | **15 Marks** | **Apply** | **CO5** |