



# PRESIDENCY UNIVERSITY

BENGALURU

Roll No.													
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## End - Term Examinations – MAY/ JUNE 2025

Date: 02-06-2025

Time: 01:00 pm – 04:00 pm

School: SOL	Program: BBA,LLB Hons	
Course Code : BBL4002	Course Name: Human Resource Management	
Semester: IV	Max Marks: 100	Weightage: 50%

CO - Levels	C01	C02	C03	C04	C05
Marks	14	14	14	39	19

### Instructions:

- (i) Read all questions carefully and answer accordingly.
- (ii) Do not write anything on the question paper other than roll number.

### Part A

Answer ALL the Questions. Each question carries 2marks.

10Q x 2M=20M

1.	Outline the meaning of HRM.	2 Marks	L1	C01
2.	Name the different roles of an HR manager in an organization?	2 Marks	L1	C01
3.	State any two sources of recruitment.	2 Marks	L1	C02
4.	Identify the key steps involved in the selection process?	2 Marks	L1	C02
5.	Define Job design.	2 Marks	L1	C03
6.	Recite the action plans that can be implemented in case of a workforce shortage?	2 Marks	L1	C03
7.	List out the differences between On-the-Job and Off-the-Job training.	2 Marks	L1	C04
8.	Identify the importance of training evaluation?	2 Marks	L1	C04
9.	Recite the definition of Potential Appraisal?	2 Marks	L1	C05
10.	Outline two common flaws in performance appraisal systems	2 Marks	L1	C05

## Part B

### Answer the Questions.

**Total Marks 80M**

<b>11.</b>	<b>a.</b>	Describe the evolution of Human Resource Management.	<b>10 Marks</b>	<b>L2</b>	<b>CO1</b>
	<b>b.</b>	Differentiate the major functions of HRM. How do these functions contribute to the overall effectiveness of an organization?		<b>L2</b>	<b>CO1</b>
	<b>c.</b>	Discuss the major challenges faced by HRM in the 21st century.		<b>L2</b>	<b>CO1</b>
<b>Or</b>					
<b>12.</b>	<b>a.</b>	HR analytics, also referred to as people analytics or workforce analytics, involves gathering, analyzing, and reporting employees data to make good decisions in the organization. Classify different HR metrics in HR analytics.	<b>10 Marks</b>	<b>L2</b>	<b>CO1</b>
	<b>b.</b>	Estimate the recent trends in HRM.		<b>L2</b>	<b>CO1</b>
	<b>c.</b>	Recognize different opportunities for HRM in the present scenario.		<b>L2</b>	<b>CO1</b>

<b>13.</b>	<b>a.</b>	Extrapolate Job analysis and its importance to both employers and employees.	<b>10 Marks</b>	<b>L2</b>	<b>CO2</b>
	<b>b.</b>	Generalize the key steps involved in HRP process.		<b>L2</b>	<b>CO2</b>
	<b>c.</b>	Classify the five job characteristics of Job Design with suitable examples.		<b>L2</b>	<b>CO2</b>
<b>Or</b>					
<b>14.</b>	<b>a.</b>	Generalize the action plans of HR manager for surplus of workforce in the organization.	<b>10 Marks</b>	<b>L2</b>	<b>CO2</b>
	<b>b.</b>	Describe the Job design techniques with its advantages and disadvantages.		<b>L2</b>	<b>CO2</b>
	<b>c.</b>	Estimate Job Analysis with its process and methods.		<b>L2</b>	<b>CO2</b>

<b>15.</b>	<b>a.</b>	Summarize the factors affecting recruitment process	<b>10 Marks</b>	<b>L2</b>	<b>CO3</b>
	<b>b.</b>	Explain the various sources of recruitment. Highlight the advantages and disadvantages of internal and external recruitment.		<b>L2</b>	<b>CO3</b>
	<b>c.</b>	Construct the recruitment process in detail, including the role of e-recruitment. How has technology impacted the efficiency and effectiveness of recruitment?		<b>L2</b>	<b>CO3</b>
<b>Or</b>					
<b>16.</b>	<b>a.</b>	Explain Selection definitions and its significance in ensuring the right candidate is hired.	<b>10 Marks</b>	<b>L2</b>	<b>CO3</b>
	<b>b.</b>	Brief about selection process.		<b>L2</b>	<b>CO3</b>
	<b>c.</b>	Discuss about types of tests and types of interviews in the selection process.		<b>L2</b>	<b>CO3</b>

<b>17.</b>	<b>a.</b>	Extrapolate the significance of training with its definitions.	<b>15 Marks</b>	<b>L2</b>	<b>CO4</b>
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	<b>b.</b>	Discuss about on the job training methods.		<b>L2</b>	<b>C04</b>
	<b>c.</b>	Describe about off the job training methods		<b>L2</b>	<b>C04</b>
<b>Or</b>					
<b>18.</b>	<b>a.</b>	Summarize the steps in training process.	<b>15 Marks</b>	<b>L2</b>	<b>C04</b>
	<b>b.</b>	What are training aids? Discuss their importance in enhancing the effectiveness of training sessions. Provide examples.		<b>L2</b>	<b>C04</b>
	<b>c.</b>	Explain Philips ROI model of training evaluation. How does it help in determining the success of a training program?		<b>L2</b>	<b>C04</b>

<b>19.</b>	<b>a.</b>	Predict various steps involved in Performance appraisal process.	<b>15 Marks</b>	<b>L2</b>	<b>C05</b>
	<b>b.</b>	Distinguish the methods of Performance Appraisal.		<b>L2</b>	<b>C05</b>
	<b>c.</b>	Explain the role of technology in conducting employee appraisals.		<b>L2</b>	<b>C05</b>
<b>Or</b>					
<b>20.</b>	<b>a.</b>	Describe the significance of performance appraisal with its definition.	<b>15 Marks</b>	<b>L2</b>	<b>C05</b>
	<b>b.</b>	Extrapolate performance appraisal errors		<b>L2</b>	<b>C05</b>
	<b>c.</b>	Summarize the meaning of potential appraisal with one example.		<b>L2</b>	<b>C05</b>

<b>21.</b>	<b>a.</b>	Determine the concept of Human Resource Planning (HRP) with its characteristics and importance.	<b>20 Marks</b>	<b>L3</b>	<b>C02</b>
	<b>b.</b>	Examine job description and Prepare sample job description for Whatsapp country head position		<b>L3</b>	<b>C02</b>
	<b>c.</b>	Interpret job specification in detail and prepare sample job specification for call center representative position.		<b>L3</b>	<b>C02</b>
<b>Or</b>					
<b>22.</b>	<b>a.</b>	Compare and contrast on the job training methods and off the job training methods	<b>20 Marks</b>	<b>L3</b>	<b>C04</b>
	<b>b.</b>	As a HR manager, Illustrate the training methods that you will be choosing for training program in your organization after comparison of on the job training and off the job training methods.		<b>L3</b>	<b>C04</b>
	<b>c.</b>	Apply Philip ROI model for evaluating your training program in the organization.		<b>L3</b>	<b>C04</b>