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PRESIDENCY UNIVERSITY

BENGALURU

Mid - Term Examinations – JUNE 2025

Date: 02- 06-2025

Time: 02:00 pm – 03:30 pm

School: SOM-PG	Program: MBA	
Course Code : MBA2027	Course Name : : HUMAN RESOURCE MANAGEMENT	
Semester: II	Max Marks:50	Weightage: 25%

CO - Levels	C01	C02	C03	C04	C05
Marks	25	25			

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 3marks.

5Q x 3M=15 Marks

1	Define Human Resource Management (HRM)	3 Marks	L1	C01
2	Describe the major role of the “Change Champion” in the Modern HRM.	3 Marks	L1	C01
3	List the major functions of Human Resource Management.	3 Marks	L1	C01
4	Define the significance of workforce diversity in HRM.	3 Marks	L1	C01
5	State the importance of Human Resource Planning in an organization.	3 Marks	L1	C01

Part- B

Answer all the Questions

2Qx10M = 20 Marks

6.	a.	Jonathan is a newly appointed HR manager at a growing tech company. His CEO asks him to structure the HR department to align with business goals effectively. While researching, Jonathan comes across <i>David Ulrich’s HR</i> model. Based on this	10 Marks	L1	C01
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		situation, state in detail, the key roles in <i>Ulrich's HR model</i> that David can use to structure the HR department.			
Or					
7.	a.	Amazon is currently expanding its Quick Commerce business under the brand name "Amazon Now" in India. As part of this strategic growth initiative, the company plans to hire a huge workforce to support its operations and managerial roles. As an HR Expert, you are requested to <i>describe</i> a comprehensive explanation to the management on the “ <i>various internal and external sources of recruitment methods along with merits and demerits of each source</i> ” to help management make decisions for successful talent acquisition.	10 Marks	L1	CO1

8.	a.	An IT company is facing challenges due to its employees' outdated technical skills, which are impacting productivity and competitiveness. The management is keen to implement effective training methods to bridge the skill gap. As an HR expert, you are requested to explain and recommend appropriate <i>on-the-job and off-the-job training methods to enhance employee capabilities</i> and align their skills with current industry standards.	10 Marks	L2	CO2
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Or					
9.	a.	M/s. ABC Bank would like to overcome the traditional performance appraisal methods, the management is considering the implementation of the 360-Degree Performance Appraisal method. As an HR Expert, you are requested to explain the framework of the <i>360-degree appraisal system, its merits and demerits</i> to help the management make an informed decision regarding its adoption.	10 Marks	L2	CO2

Part- C

Answer the following questions

1Qx15M=15Marks

10.		<p>Case Study: Infosys Upskilling Drive for Digital Transformation (2024)</p> <p>In 2024, Infosys launched a strategic upskilling initiative titled the "Digital Springboard" to address the widening skills gap among its mid-level IT professionals. With global clients demanding expertise in cloud computing, artificial intelligence (AI), data engineering, and cybersecurity, Infosys conducted a Training Needs Analysis (TNA) across delivery units. The TNA involved a competency matrix comparison, 360-degree feedback from project managers, and skill-gap mapping using</p>	15 Mark	L2	CO 2
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	<p>internal analytics. The findings revealed that over 60% of employees lacked hands-on exposure to cloud platforms and AI frameworks, despite basic theoretical knowledge.</p> <p>Based on this, Infosys designed a multi-level training framework combining various delivery modes. The program began with Virtual Instructor-Led Training (VILT) and asynchronous e-learning modules hosted on the Infosys Lex platform. This was followed by Simulation-Based Training for cybersecurity scenarios and On-the-Job Training (OJT) where employees were deployed on live client projects under mentorship. To ensure continuous learning, microlearning videos, quizzes, and knowledge gamification were introduced, with weekly progress tracking dashboards.</p> <p>The training execution phase was rolled out in cohorts, prioritizing employees in client-facing roles. Over 130,000 employees were trained within nine months. Infosys partnered with Microsoft and AWS for certification-based modules. The evaluation of training outcomes was multi-pronged, covering pre- and post-assessment tests, project performance KPIs, manager feedback, and client satisfaction indices. Productivity in project deliveries rose by 22%, and the internal talent fulfillment rate for critical tech roles increased from 38% to 56%, reducing external hiring costs. Notably, attrition among trained employees dropped by 9%, and employee engagement scores rose by 15%. Infosys successfully implemented the Training Process Life Cycle—beginning from Training Needs Assessment (TNA), Design & Development, Implementation, Monitoring, and finally Evaluation. This comprehensive model ensured not only knowledge acquisition but measurable performance outcomes aligned with business goals in their digital transformation journey.</p> <p>10.1 With reference to the above case study, review the Training Needs Assessment (TNA) framework, which involves a comprehensive analysis of training requirements across various levels of the organization</p> <p>10.2 With reference to the above case study, explain the various training methodologies implemented by Infosys to develop employee skills and meet organizational needs</p>			
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***** BEST WISHES *****