

Roll No



**PRESIDENCY UNIVERSITY  
BENGALURU**

**SCHOOL OF MANAGEMENT  
END TERM EXAMINATION - JUN 2023**

**Semester :** Semester II - 2022

**Course Code :** BBA2003

**Course Name :** Sem II - BBA2003 - Human Resources Management

**Program :** BAV,BBA,BBB,BBD,BBE&BBF

**Date :** 12-JUN-2023

**Time :** 1.00PM - 4.00PM

**Max Marks :** 100

**Weightage :** 50%

**Instructions:**

- (i) Read all questions carefully and answer accordingly.
- (ii) Question paper consists of 3 parts.
- (iii) Scientific and non-programmable calculator are permitted.
- (iv) Do not write any information on the question paper other than Roll Number.

**PART A**

**ANSWER ALL THE QUESTIONS**

**(10 X 2 = 20M)**

1. Define Job Description?  
(CO1) [Knowledge]
2. Discuss at least five recent trends in HR.  
(CO1) [Comprehension]
3. List out any 4 Internal sources of recruitment.  
(CO3) [Comprehension]
4. Outline the scope of Human Resource Management.  
(CO2) [Knowledge]
5. List out the behaviour-oriented methods of performance appraisal.  
(CO5) [Knowledge]
6. Discuss the job design techniques.  
(CO2) [Comprehension]
7. Differentiate between structured and unstructured interview.  
(CO3) [Comprehension]
8. State the meaning of Vestibule training.  
(CO4) [Knowledge]
9. List out any 4 on-the-job training methods.  
(CO4) [Comprehension]
10. List out the sources of Recruitment.  
(CO3) [Knowledge]

## PART B

### ANSWER ALL THE QUESTIONS

(4 X 10 = 40M)

11. "Performance Appraisal does not stop at appraising the employees; it goes on to managing performance". Discuss the process and significance of performance appraisal.  
(CO5) [Comprehension]
12. The Phillips ROI Model makes it far easier to check why training does or doesn't translate into workplace changes. If there is a problem, the Phillips ROI Model helps determine whether the issue lay with the application of the learning or with its implementation? This subtle but crucial difference can prove extremely helpful for organizations. Discuss Phillips ROI Model of training evaluation.  
(CO4) [Comprehension]
13. A lot of project managers are unaware about human resource planning, but that's dangerous. If you want to run your project successfully, you need manpower. You've got to know the roles and responsibilities of each team member. And only human resource planning can help you with that. State the limitations of Human Resource Planning.  
(CO1) [Comprehension]
14. Recruitment is a process of searching out the potential applicants and inspiring them to apply for the actual or anticipated vacancy. Discuss the process of recruitment.  
(CO3) [Comprehension]

## PART C

### ANSWER ALL THE QUESTIONS

(2 X 20 = 40M)

15. Case study: Performance Appraisals.  
A doctor discharged a staff member who had been working for him for nine months. She then claimed that her civil rights were violated and that she was discriminated against because of her age. Bent Ericksen and Tim Twigg A doctor discharged a staff member who had been working for him for nine months. She then claimed that her civil rights were violated and that she was discriminated against because of her age. She was 46 years old. During an investigation, the doctor was asked to provide copies of her performance evaluations to justify the contention that the discharge was based on her performance, not her age. No performance evaluations had been given to any employees. This claim led to an out-of-court settlement. Considerations The employee had been with the doctor for nine months and had not received a performance appraisal. She claimed that she was not aware that her performance was not satisfactory and was surprised when she was terminated. She alleged that the sole reason for her discharge was her age — that the doctor wanted to hire a younger person. The doctor said she had been warned on several occasions, but nothing had been documented. This is not an isolated incident; such claims are made against doctors every day.  
a. What can you do to prevent this from happening?  
b. How often performance appraisals should be conducted?  
(CO5) [Application]
16. Recruitment is understood as the process of searching for and obtaining applicants for jobs, from among whom the rights people can be selected. Theoretically, recruitment process is said to end with the receipt of applications, in practice the activity extends to the screening of applications so as to eliminate those who are not qualified for the job Recruitment refers to the process of receipt of applications from job seekers. In reality, the term is used to describe the entire process of employee hiring. These are recruitment boards for railways, banks and other organization.  
a) Explain in detail the general purpose of recruitment?  
b) Explain factors governing Recruitment?  
c) Explain the Recruitment process with diagram?  
(CO3) [Comprehension]