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**Presidency University**

**Bengaluru**

**SCHOOL OF LAW**

**Make-Up Examinations, July 2024**

**Semester**: IV

**Course Code**: BBA2003

**Course Name**: Human Resource Management

**Program**: BBA

**Date**: 03-07-2024

**Time**: 9:30 AM -12:30 PM

**Max Marks**: 100

**Weightage**: 50 %

**Instructions:**

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

**Part A**

**Answer any 4 Questions. Each question carries 5 marks. (4Qx 5M= 20M)**

1. List out the levels in the Donald Kirkpatrick four-level model of training evaluation (C.O.4) [Knowledge]

2. Name any five sources of recruitment (C.O.2) [Knowledge]

3. List out any five functions of Human Resources Management. (C.O.1) [Knowledge]

4. Describe the various techniques of job design. (C.O.2) [Knowledge]

5. Outline the various methods that can be used for job analysis. (C.O.2) [Knowledge]

6. Outline the various methods for conducting a performance appraisal (C.O.5) [Knowledge]

**Part B**

**Answer any 4 Questions. Each question carries 10 marks. (4Qx10M=40M)**

7. "Every organization, regardless of industry or size, is likely to encounter challenges when managing its workforce. As businesses focus more on improving employee experience and culture, the volume and nature of the challenges faced by human resources professionals continue to increase." Review the above statement based on the various challenges faced by HR managers. (C.O.No.1) [Comprehension]

8. Planning for human resources in an organization occurs via a careful and systematic process. In this regard, elucidate the steps during the HR planning process. (C.O.No.2) [Comprehension]

9. Explain the selection process. How does recruitment differ from the selection process? (C.O.No.3) [Comprehension]

10. Employee training is a planned set of activities for imparting knowledge to employees, such that it leads to a growth in job skills required for organizational growth. In this regard, illustrate the steps in the training process. (C.O.No.4) [Comprehension]

11. The employee performance appraisal process is crucial for organizations to boost employee productivity and improve their outcomes. Illustrate the steps of the performance appraisal process. (C.O.No.5) [Comprehension]

12. With the right performance appraisal method, organizations can enhance employee performance within the organization. A good employee performance review method can make the whole experience effective and rewarding. Demonstrate the various methods of conducting performance appraisals. (C.O.No 5) [Comprehension]

**Part C**

**Answer any 2 Questions. Each question carries 20 marks. (2Qx20M=40M)**

13. Imagine that you are working in a recruitment agency. D.K Associates has approached your agency to conduct a recruitment for the position of legal intern at their firm. As a first step in this regard, prepare a job description and job specification for the post of Legal Intern (C.O.No. 2) [Application]

14. ABC a car manufacturing company based in Mumbai, is planning to launch a new model in around two months. The company plans to have pre-launch training for its senior sales staff attached to its dealers. The training manager of the company is given a time frame of 45 days to plan and complete four-day product training. The task facing the training Manager was enormous as he had to organize training for 175 people in about a month. The problem was that the entire sales staff was located in different parts of the country. The training manager had a few alternatives available for conducting the training. One was to have the training in Mumbai, which was centrally located and the company had a training facility at there. The Second was to conduct the training in batches by calling the staff to their respective zonal centers. The Third was to conduct online training by using the company’s intranet.  
Questions:  
a) In case the Training Manager chooses any of the first two alternatives, which training method do you think would be appropriate for delivering product training?  
b) Given the time constraint, the training manager finds the third alternative viable. Do you agree with him? (C.O.No. 4) [Application]

15. When Brian Jensen told his audience of HR executives that Colorcon wasn’t bothering with annual performance reviews anymore, they were appalled. This was in 2002, during his tenure as the drugmaker’s head of global human resources. In his presentation at the Wharton School, Jensen explained that Colorcon had found a more effective way of reinforcing desired behaviors and managing performance. Illustrate the pitfalls in the traditional performance appraisal process that are forcing companies to do away with the appraisal process. (C.O.No. 5) [Application]