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**Presidency University**

**Bengaluru**

 **SCHOOL OF COMMERCE**

**Make-Up Examinations, July 2024**

**Winter Semester**: 2023 - 24

**Course Code**: MGT 122

**Course Name**: Human Resources Management

**Program & Sem**: BBA /2nd

**Date**: 02//07/2024

**Time**: 09.30am to 12.30am

**Max Marks**: 100

**Weightage**: 50%

 **Instructions:**

1. *Read the all questions carefully and answer accordingly.*
2. *Question paper consists of three parts.*
3. *Scientific and Non Programable Calculators are Permitted.*
4. *Do not write any information on the question paper other than roll number.*

**Part A**

**Answer any FIVE Questions. (5 Q x 2 M = 10 M)**

1 Define Human Resource Management (HRM). (C.O.1) [Knowledge]

2. Identify two opportunities available for HR managers. (C.O. 1) [Knowledge]

3. Describe the characteristics of effective human resources planning. (C.O.2) [Comprehension]

4. Define job analysis. (C.O.2) [Knowledge]

5. Identify two sources of recruitment. (C.O. 3) [Knowledge]

6. Describe the benefits of job analysis for an organization. (C.O.2) [Comprehension]

7. Describe the role of technology in performance appraisal. (C.O. 5) [Comprehension]

**Part B**

**Answer any FIVE Questions. (5 Q x 10 M = 50 M)**

8. Describe the role of an HR manager and explain how it has evolved over time. (C.O. 1) [Comprehension]

9. Compare the challenges and opportunities in HRM and explain their impact on the HR manager’s role. (C.O. 1) [Comprehension]

10. Explain the process of job design and its importance to an organization. (C.O.2) [Comprehension]

11. Differentiate between recruitment and selection and describe the factors that affect each process. (C.O. 3) [Comprehension]

12. Describe the process of job analysis and explain its benefits to an organization. (C.O. 2) [Comprehension]

13. Describe the different types of training aids and explain their significance in employee training. (C.O. 4) [Comprehension]

15. Explain the methods of performance appraisal and discuss how they help in improving employee performance. (C.O.5) [Comprehension]

**Part C**

**Answer any TWO Questions. (2 Q x 20 M = 40 M)**

15. Microsoft has been known for its comprehensive employee development programs. Despite this, the company faces challenges in keeping up with rapid technological changes and employee skill requirements.

Question: Illustrate how Microsoft can further enhance its training and development programs to address these challenges. Provide specific examples of training techniques and initiatives that could be implemented. (C.O.4) [Application]

16. Facebook is facing difficulties in managing its growing workforce and ensuring optimal human resources planning. The company wants to improve its workforce planning to meet future needs effectively.

Question: Describe the steps Facebook should take to improve its human resources planning. Discuss the importance of forecasting future manpower needs and developing action plans for workforce shortages or surpluses. (C.O.2) [Application]

17. IBM has historically used a traditional recruitment process but is now looking to modernize it to attract top talent in the tech industry. However, the company faces challenges in leveraging modern recruitment techniques.

Question: Explain how IBM can enhance its recruitment process by using modern techniques. Discuss the role of e-recruitment, social media, and AI-driven recruitment tools in attracting and selecting the best candidates. (C.O.3) [Application]