

Register Number:

DATE:

**ST. JOSEPH’S COLLEGE (AUTONOMOUS), BANGALORE-27**

**BBASF– II SEMESTER**

**SEMESTER EXAMINATION: APRIL 2022**

**Examination conducted in July 2022**

**BBA SF 2319: Human Resource Management**

**Time- 2 ½ hrs Max Marks-70**

**This paper contains \_\_\_\_\_ printed pages and four parts**

**Section A**

**I. Answer any five of the following (5x2 = 10 Marks)**

1. Define Human Resource Management.
2. Differentiate between recruitment and selection.
3. Give the meaning of succession planning.
4. List out any two non- monetary rewards given by an organization to their employees.
5. Mention any two benefits of training.
6. What is meant by promotion?

**Section B**

**II. Answer any three of the following (3x5 = 15 Marks)**

1. “Treating employees ethically can garner long-term employee trust and loyalty”. With reference to the above statement discuss the importance of ethics in HRM.
2. Briefly explain the objectives of compensation.
3. Differentiate between training and development.
4. “HRP is a continuous process of systematic planning ahead to achieve optimum use of an organization's most valuable asset quality employees”. Discuss.

**Section C**

**III. Answer any two of the following (2x15 = 30 Marks)**

1. Discuss the methods of performance appraisal in an organisation.
2. “Recruitment is the process of actively seeking out, finding and hiring candidates for a specific position or job”. Explain the different sources of recruitment.
3. Explain the functions and process of Human Resource management.

**Section D**

**III. Answer the following (1x15=15 Marks)**

14. Goodearth Financial Services Limited, has grown considerably during the last 5 years. Mr Jashpal Bhatti started the company with two employees and business for 6,00,000 in gross sales. The company now employs 200 people and is expected to have business for 6,00,00,000 this year. During the early years, it was always clear what was expected from each employee. Everyone knew how to do everything and was often called upon to do exactly that. This is no longer true and it is apparent to Mr Jashpal Bhatti that each employee must be given a clear set of general guidelines as to what duties the employee must perform.

A number of new players are now in financial services who are the arch competitors for Mr Bhatti's company. The service-mix for Goodearth also has significantly changed to keep pace with the changing customers' expectation. The company, therefore, had to change its operation strategy.

In addition, it is becoming increasingly difficult to hire employees without having a clear understanding of exactly what the individual will be doing. Applicants seem reluctant to join the firm without some information about their probable job profile and it is difficult to know exactly what skills, the prospective applicants should have without knowing in some detail what they will be doing.

Mr Jashpal Bhatti decided to write job descriptions and job specifications for his employees. It is his belief that such documents will clear any misunderstandings among employees regarding responsibilities, help to organise better the work that must be done, inform prospective employees about their probable job duties, orient new employees and help to make better selection decisions.

You have been retained by Mr Bhatti to determine whose responsibility it will be to gather the data and write the descriptions and specifications, how the data will be gathered (observation, questionnaire or interview) and how detailed descriptions and specifications should be.

Mr Bhatti is currently considering these job analysis issues but has a number of questions about how each will affect the final results.

**Questions**

1. What recommendations would you make to him regarding the most appropriate individuals and methods to be used for data collection?   (5M)

2. What approach to the design of jobs should be considered by you and why? (5M)

3. Keeping in mind the recent trends in financial services companies, design the job of different hierarchical levels for at least four operational areas with supporting background information, like; job analysis, job description, etc. (5M)