

Register Number:

Date: XX/04/2020

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| **ST. JOSEPH’S COLLEGE (AUTONOMOUS), BANGALORE-27** | | | | | | |
| **BBA - II SEMESTER** | | | | | | |
| **SEMESTER EXAMINATION: APRIL 2020** | | | | | | |
| **BBA 2419: HUMAN RESOURCE MANAGEMENT** | | | | | | |
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| **Time- 2 1/2 hrs** | |  | **Max Marks-70** | | |  |
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| This paper contains 2 printed pages and four parts  Section A  Answer any five questions from the following: (5X2=10)   1. What is Human Resource Management? 2. What is Job Description? 3. Give the meaning of Job Rotation. 4. What is Performance Appraisal? 5. What is promotion? 6. What do you mean by head hunting?   Section B  Answer any three questions from the following: (3x5=15)   1. State the steps involved in selection process? 2. Differentiate between training and development. 3. What is promotion? Explain the significance of promotion. 4. Explain the managerial functions of Human Resource Management.   Section C  Answer any two questions from the following: (2X15=30)   1. Explain the various sources of recruitment. 2. Explain the methods of training 3. Write a note on 4. Ethical issues of Human Resource Management 5. Knowledge management.   Section D  Answer the compulsory question: (1X15=15)   1. Varsha and Franklin are post graduates in management under different streams from the same B-School. Both of them are close to each other from the college days itself and the same friendship is continuing in the organisation too as they are placed in the same company, Hy-tech technology solutions. Varsha was placed in the HR department as employee counsellor and Franklin in finance department as key finance executive. As per the grade both are at the same level, but when responsibility is concerned Franklin is holding more responsibility being in core finance.   By nature Varsha is friendly in nature and ready to help the needy. Franklin is silent in nature ready to help if approached personally and always a bit egoistic in nature. They have successfully completed 4 years in the organization. And management is very much satisfied with both of them as they are equally talented and constant performers.  Varsha felt that Franklin’s behaviour was unusual and felt had changed over time. She noticed some behavioural changes with him. During general conversations she feels that Franklin is taunting her that she is famous among the employees in the organisation on the other hand he is not even recognised by fellow employees.  One morning Mr. Mehta General Manager Hy-tech technology solutions was shocked to receive Franklin’s resignation mail. Mr. Mehta called Varsha immediately and discussed about the same as she is close to Franklin. On hearing the news Varsha was stunned and said that she wasn’t aware of this before, she also revealed her current experience with him. Mr. Mehta who did not want to lose both of them promised her that he will handle this and he wouldn’t allow Franklin to resign.  In the afternoon Mr. Metha took Franklin to the Canteen to make him comfortable after some general discussion, he starts on the issue. Franklin, after some hesitations opened his thoughts in front of Mr. Mehta.  The problem of Franklin is  1) When he comes alone to canteen the people from other department don’t even recognize him but if he is accompanied by Varsha he is treated well by others.  2) one day Both of them entered the company together the security in the gate wished them but the next day when he came alone the same security did not do so.  3) Even during meetings held in the office the points raised by Varsha was highly appreciated and he would maintain silence.  Franklin felt he had to face such degradation each day of work which totally disturbed him. Franklin also questioned that “Varsha and myself have same qualification, from same institute, passed out in the same year both with first class. We have same number of experience in this organisation. More over the responsibilities with me are more valuable than that of Varsha. After all these things if I am been ignored or unrecognized by the fellow employees my ego do not allow me to continue here”.  By listening to this statement Mr.Metha felt that it is not going to be very difficult to stop his resignation. Mr. Mehta explained Franklin the reasons for such partial behavior of the employees.  After listening to Mr. Mehta Franklin said sorry for his reaction and ready to take back his resignation. And he called Varsha and spoke to her as they share good relationship earlier.  Question   1. State the reasons for Franklin’s resignation. 2. As Mr Mehta, What is your advice to Mr Franklin to retain him in the organisation? 3. Should ego play an important role in the work place? | | | | | | |
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