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

**BBA (Regular) – II SEMESTER**

**SEMESTER EXAMINATION: APRIL 2020**

**BBA2419: HUMAN RESOURCE MANAGEMENT**

**Time- 2 1/2 hrs Max Marks-70**

**This paper contains three printed pages and four parts**

**SECTION-A**

**Answer any FIVE of the following questions. Each question carries two marks. (5x2=10)**

1. Define HRD.
2. Differentiate between Job description & Job specification.
3. State any four objectives of HRM.
4. What is grievance redressal?
5. Differentiate between Performance appraisal and Job evaluation.
6. What is Attrition?

**SECTION- B**

**Answer any THREE of the following questions. Each question carries five marks. (3x5=15)**

1. Briefly explain the objectives of Compensation.
2. Explain the role of an HR manager.
3. What are possible errors which could occur in an appraisal process?
4. Explain the types of Transfers.

**SECTION -C**

**Answer any TWO of the following questions. Each question carries fifteen marks. (2x15=30)**

1. What is Training? Explain the methods of training.
2. Explain in detail the traditional and modern methods of performance appraisal.
3. What is Selection? Explain the steps in scientific selection process.

**SECTION -D**

**Answer the following compulsory question. The question carries fifteen marks. (1x15=15)**

1. Satish was a Sales Manager for Industrial Products Company in a City branch. A week ago, he was promoted and shifted to Head Office as Deputy Manager - Product Management for a division of products which he was not very familiar with. Three days ago, the company VP -Mr. George, convened a meeting of all Product Managers. Satish's new boss (ProductManager Ketan) was not able to attend due to some other preoccupation. Hence, theMarketing Director, Preet - asked Satish to attend the meeting as this would give him anexposure into his new role.

At the beginning of the meeting, Preet introduced Satish very briefly to the VP. The meeting started with an address from the VP and soon it got into a series of questions from him toevery Product Manager. George, of course, was pretty thorough with every single product ofthe company and he was known to be pushy and a blunt veteran in the field. Most of theProduct Managers were very clear of George's ways of working and had thoroughly preparedfor the meeting and were giving answers to the point. George then started with Satish.Satish being new to the product, was quite confused and fared miserably.Preet immediately understood that George had possibly failed to remember that Satish wasnew to the job. He thought of interrupting George's questioning and giving a discretereminder that Satish was new. But by that time, George who was pretty upset with the lackof preparation by Satish made a public statement "Gentlemen, you are witnessing here anexample of sloppy work and this can't be excused".

Now Preet was in two minds - should he interrupt George and tell him that Satish is new inthat position OR should he wait till the end of the meeting and tell George privately. Preetchose the second option.

Satish was visibly angry at the treatment meted out by George but he also chose to keepmum. George quickly closed the meeting saying that he found in general, lack of planning inthe department and asked Preet to stay back in the room for further discussions.Before Preet could give any explanation on Satish, George asked him "Tell me openly, Preet,was I too rough with that boy?" Preet said "Yes, you were. In fact, I was about to remindyou that Satish is new to the job". George explained that the fact that Satish was new tothe job didn't quite register with him during the meeting. George admitted that he hadmade a mistake and asked his secretary to get Satish’s report to the room immediately.A perplexed and uneasy Satish reported to George's room after few minutes.George looking Satish straight into his eyes said "I have done something which I shouldhave never even thought of and I want to apologize to you. It is my mistake that I did notrecollect that you were new to the job when I was questioning you".

Satish was left speechless.

George continued "I would like to state few things clearly to you. Your job is to make surethat people like me and your bosses do not make stupid decisions. We have goodconfidence in your abilities and that is why we have brought you to the Head Office. Foreverybody, time is required for learning. I will expect you to know all the nuances of yourproduct in three months time. Until then you have my complete confidence"

George closed the conversation with a big reassuring handshake with Satish.

**Questions:**

1. Was it at all necessary for George to apologize to such a junior employee like Satish? (4 marks)
2. If you were in Satish's place, how would you respond to George's apology? ( 3 marks)
3. Did Preet make a mistake by not intervening during the meeting and correct George's misconception about Satish? ( 3 marks)
4. As an HR, how would you define the character of George? Does his attitude need to be corrected? ( 5 marks)