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

**BBA (Strategic Finance) - II SEMESTER**

**SEMESTER EXAMINATION: APRIL 2020**

**BBASF2319: HUMAN RESOURCE MANAGEMENT**

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

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

**SECTION-A**

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

1. Define HRM.
2. What is Job Analysis?
3. Differentiate between Training & Development.
4. State any four objectives of Compensation.
5. What is knowledge management?
6. Differentiate between Resume & CV.

**SECTION- B**

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

1. Briefly explain the objectives of HRM.
2. What are the ethical challenges faced by HR managers in contemporary era.
3. Briefly discuss the “On the Job Training” methods.
4. Explain the non-financial incentives available to IT professionals.

**SECTION -C**

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

1. Discuss the sources of Recruitment.
2. What is the Objective of HRP? Explain the steps in Human resource planning (HRP)
3. Discuss the managerial and operational functions of HRM.

**SECTION -D**

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

1. Fidelity Investments is a reputed finance company having 15 branches in different parts of the country. In the home office there are more than 200 employees. This company has a performance rating under which the employees are rated at six months intervals by a committee of two executives. Graphic scales have been used as means of appraisal. The qualities considered are responsibility, initiative, and interest in work, leadership potential, co-operative attitude and community activity. After the performance is evaluated, the ratings are discussed with the concerned employees by their immediate boss who counsels them. The ratings aroused to influence promotions and salary adjustments for the employees and also as a criterion for assigning further rating for them. Recently three employees of the company called on the company’s president to express their dissatisfaction with the ratings they had received. Their scores and composite ratings had been discussed with them. Because their ratings were comparatively low, they had been denied annual increments in salary. Approximately, two thirds of all the employees received such increments. The aggrieved employees argued that their ratings did not accurately represent their qualifications or performance. They insisted that “community activity” was not actually a part of their job and that what they do off the job is none of the company’s business. They expressed their opinion that employees should organize union and insist that salary increase be automatic. The threat of a union caused concern to the officers of the company. This particular experience convinced the top officers that ratings may represent a serious hazard to satisfactory relationship with employees. Even the chief executive finds that performance appraisal is a dangerous source of friction and its hazards outweigh its values; so it should be discontinued altogether.

**Questions:**

1. How far do you agree with the management that performance appraisal should be discontinued? ( 5 marks)
2. If you were the HR manager, how would you tackle the situation? ( 5 marks)
3. What modifications would you suggest in the performance appraisal system of the company? ( 5 marks)