

Register Number:

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| **ST. JOSEPH’S COLLEGE (AUTONOMOUS), BANGALORE-27** |
| **BBA.SF –II SEMESTER** |
| **SEMESTER EXAMINATION: APRIL 2020****BBASF 2319- HUMAN RESOURCE MANAGEMENT**

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

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**SECTION A**

1. **Answer any FIVE out of SIX questions (5x2=10)**
2. Mention any four objectives of HRM
3. What is job analysis?
4. What is vestibule training?
5. Mention the objectives of compensation.
6. What is knowledge management?
7. What are grievances?

**SECTION B**

1. **Answer any THREE out of FOUR questions (3x5=15)**
2. What are the ethical challenges faced by Human Resources?
3. What is promotion? Explain the purpose of promotion.
4. What is recruitment? What are the factors affecting recruitment?
5. What is compensation? Discuss the objectives of wage and salary administration.

 **P.T.O**

**SECTION C**

1. **Answer any TWO out of THREE questions (2x15=30)**
2. Explain the methods of performance appraisal.
3. What is selection? Explain the selection process.
4. “Training techniques must be subservient to the aims of the training sessions.”In the background of this statement explain in detail various methods and techniques used for Training?

**SECTION D**

 **IV . COMPULSORY QUESTION (1X15=15)**

1. R Consultancy Ltd., is a consultancy firm catering to the various needs of business organisations. They are experts in undertaking research, and they provide research data on an ongoing basis. They also provide assistance with respect to project formulation, feasibility study and project implementation. They charge fees for the work undertaken. The fees is calculated on the basis of work undertaken and the duration of the job. The company operates at the international level. They have branches in important Indian cities besides few locations abroad. At the end of June, 2017 the company had an employee strength of more than 1400, out of which 400 were permanent employees. The rest worked purely on temporary basis. The structure of basic remuneration is different for permanent employees, and the temporary staff. However all the employees were paid as per the industry standards.

During the review meeting held at the end of June, 2017 the top management was informed about the serious problem faced by the company financially. The Finance Manager explained the core management team about the gap between cost and revenue getting narrowed on monthly basis. The Manager also explained the various contributory factors related to cost and revenue. He was very clear about the revenue side and explained that it would be impossible to alter the fee structure. He said that the company was already working on narrow margin and therefore reducing the fee, in his opinion, was impossible. He further suggested to review the pattern of employment. He observed that the cost to company per permanent employee was atleast five to six times over and above the temporary staff. He therefore suggested that the Human resource department should consider the possibility of reducing the number of permanent employees. After lengthy discussion between various members present about the issues related to this exercise of downsizing‘ the Human resource department Manager concluded with a promise to get back to the board within a month about the scheme and methods for implementing the restructure. The meeting ended with a positive note on downsizing the work force.

**Answer the following questions:**

(a) Is it right to reduce the number of permanent employees? Justify your answer. **(5 Marks)**

(b) What are the effects of downsizing‘ in the long run? **(5 Marks)**

(c) Suggest atleast, two schemes for reducing the workforce at R Consultancy **(5 Marks)**