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BACHELOR OF BUSINESS ADMINISTRATION (B.B.A.)
EXAMINATION: DECEMBER - 2023
SEMESTER – II

Sub: Introduction to Human Resource Management - II (BBA22-214)

Date : 22/12/2023

Total Marks : 60

Time: 2.00 pm To 4.30 pm

- Instructions:** 1) All questions are compulsory.
2) Figures to the right indicate full marks.
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Q. 1. Choose the most appropriate option. (05)

1. _____ is the process of forecasting an organisations future demand for, and supply of, the right type of people in the right number.
a) Human Resource Planning b) Recruitments
c) Human Resource Management d) Human Capital Management
2. _____ is the step where the management finds out how effective it has been at hiring and placing employees.
a) Performance Management b) Performance analysis
c) Performance appraisal d) Performance evaluation
3. Performance appraisal aims at _____.
a) goals of employees b) Goals of organisation
c) both a & b d) Neither a nor b
4. _____ is not a step of performance appraisal
a) Communicating standards b) comparing actual with standards
c) Discussing the results d) adjusting the standards
5. _____ is the process of attracting qualified candidates for a job role.
a) Training c) Selection
b) Induction d) Recruitment

Q. 2. State True / False (05)

1. Human Resource Planning facilitates international expansion strategies.
a) True b) False
2. Performance Appraisal is a systematic description of employees job related strengths and weaknesses.
a) True b) False
3. In referrals, existing staff is encouraged to refer people they know for vacancies.
a) True b) False
4. Selection is a negative, long and tedious process.
a) True b) False
5. Offering internships and apprenticeships is the worst way to know the strengths of individuals and cannot be considered as a working interview.
a) True b) False

- Q. 3. Write Short notes on (Any Three) (15)**
1. Job Enrichment
 2. Human Resource Planning
 3. Performance Appraisal
 4. Job Analysis
 5. Expatriate Management

- Q. 4. Answer in detail (Any Two) (20)**
1. Explain in detail 360 degree Appraisal.
 2. Are there any strategies to enrich jobs in workplace? If yes, then explain in detail.
 3. Suggest some practical tips for effective expatriate management.

- Q. 5. Case study (15)**
1. Anika worked as an executive assistant to a product manager at her company: Oreo Connection. Overall, she loved her job; she was happy to work with a company that provided great benefits, and she and found enjoyment in her day-to-day work. She had the same product manager boss for years, but last year, her manager left Oreo Connection and retired. Recently her new manager has been treating her unfairly and showcasing bullying behavior.

Yesterday, Anika came into work, and her boss decided to use his power as her manager and her “superior” to demand that she stay late to cover for him, correct reports that he had made mistakes on, and would not pay her overtime. She was going to be late to pick up her son from soccer practice if she stayed late; she told him this, and he was not happy.

Over subsequent days, her boss consistently would make comments about her performance, even though she always had good remarks on reviews, and created a very negative work environment. The next time she was asked to stay late, she complied for fear of losing her job or having other negative impacts on her job. Anika’s situation was not ideal, but she didn’t feel she had a choice.

Questions:

1. What type of power did Anika’s boss employ to get her to do the things that he wanted her to do?
2. What negative consequences are apparent in this situation and other situations where power is not balanced in the workplace?
3. What steps should Anika take to neutralize the power struggle that is occurring with her new manager?

Solve the above case using following steps.

- Step 1: Write down facts of the case
- Step 2: SWOT analysis of the case
- Step 3: Give your assumptions
- Step 4: Answer the questions
- Step 5: Title the case