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BACHELOR OF BUSINESS ADMINISTRATION (B.B.A.)
EXAMINATION: MAY- 2024
SEMESTER - II

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

Date : 22/05/2024

Total Marks : 60

Time: 10.00am to 12.30pm

- Instructions:** 1) All questions are compulsory.
 2) Figures to the right indicate full marks.

Q. 1. Choose the most appropriate option. (05)

1. What is job enrichment?

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|--|---|
| a) Increasing the number of tasks in a job | b) Increasing the level of responsibility and autonomy in a job |
| c) Decreasing the level of complexity in a job | d) Decreasing employee satisfaction |
2. What is job analysis?

| | |
|--|---|
| a) Assessing employee performance | b) Evaluating job candidates during recruitment |
| c) Systematically gathering information about a job's duties, responsibilities, and requirements | d) Conducting employee training sessions |
3. What is the purpose of job description in job analysis?

| | |
|--|--|
| a) To evaluate employee performance | b) To outline the skills required for a particular job |
| c) To summarize the duties and responsibilities of a job | d) To determine employee compensation |
4. Which of the following is not a function of HRM?

| | |
|------------------------------|--------------------------|
| a) Recruitment and Selection | b) Marketing |
| d) Performance Appraisal | d) Performance Appraisal |
| c) Training and Development | |
5. What is the purpose of succession planning in HRM?

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|--|-------------------------------|
| a) Identifying potential candidates for leadership roles | b) Reducing employee turnover |
| c) Conducting employee training | d) Managing payroll |

Q. 2. State True / False (05)

1. HRM is only concerned with the management of human resources within an organization and does not involve any external factors.

| | |
|---------|----------|
| a) True | b) False |
|---------|----------|
2. Downsizing and layoffs are examples of HRM activities related to employee engagement.

| | |
|---------|----------|
| a) True | b) False |
|---------|----------|
3. HRM means buying and selling of human resources.

| | |
|---------|----------|
| a) True | b) False |
|---------|----------|
4. Job analysis in HRM means Identifying job requirements and responsibilities

| | |
|---------|----------|
| a) True | b) False |
|---------|----------|
5. Identifying potential candidates for leadership roles is the main purpose of succession planning.

| | |
|---------|----------|
| a) True | b) False |
|---------|----------|

Q. 3. Write Short notes on (Any Three) (15)

1. Advantages and Disadvantages of Job enrichment
2. Internal factors of Human Resource Planning
3. Process of Performance Appraisal
4. Job Enrichment
5. Expatriate management

Q. 4. Answer in detail (Any Two) (20)

1. What are the different types of errors that can occur in performance appraisal?
2. How does Human Resource Planning operate across various organizational levels?
3. What does Job Analysis entail, and why is it significant in organizational contexts?
4. What are the stages involved in the process of Human Resource Planning?

Q. 5. Case study (15)

Sarah, a marketing manager at a software company, has been consistently exceeding her targets and receiving positive feedback from clients and colleagues. During her annual performance appraisal, her supervisor mistakenly overlooks these achievements and focuses solely on a minor mistake Sarah made in a recent project. As a result, Sarah receives a lower performance rating than she deserves, leading to feelings of frustration and demotivation.

Question

- 1) What steps could Sarah take to address the discrepancy between her performance and the assessment provided by her supervisor?
- 2) How can organizations ensure that performance appraisals are conducted accurately and fairly to prevent situations like Sarah's from occurring?
- 3) What measures can organizations put in place to review and rectify any inaccuracies or biases in the performance appraisal process to maintain employee trust and morale?

Solve the above case using the below mentioned steps.

- Facts of the case
 - SWOT Analysis
 - Assumptions
 - Question Answers
 - Title the case
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