

Case Study

- 1) Mr. Mehta listening to this case understood the situation & realized the reason behind the partial response given by the employees towards Franklin & Narsha. Narsha & Franklin passed out from the same college in the same year & joined the company together. Even in performance-wise, both stands in the same level i.e. both are constant performers & good performers.
- 2) Franklin analyzed all the above-said similarities between him & Narsha. He did not notice or analyze the job profile of Narsha. Franklin holds more responsibility than that of Narsha but when it comes to direct interaction with employees Narsha wins the employees' attention in this aspect as she is a counsellor in HR and faces employees every day.
- 3) Franklin though holding a key position in finance his profile does not allow him to interact with the employees. Mr. Mehta having a good experience understood these things when Franklin explained his problems one by one. Later he relates each ~~situation~~ situation, explained by Franklin with the above said reasons & made Franklin understood the reality.
- 4) Mr. Mehta said that the security in the gate or the employees in the canteen who recognized Narsha & not Franklin would have interacted with her during counselling or approached her for any issues. And as usual, she would have counselled well ~~or~~ or solved the issues of them that is the reason why they treat her & wish her whenever where ever they meet her.
- 5) When it comes to the point that even in-office meetings Narsha, points are valued so Franklin keeps mum. For this Mr. Mehta replied that

the points put forward by her would be related ~~to~~^{to} employees or from the employees' point of view which actually the management wants to know so they give value to her points. And as quoted Franklin after, one or two such incidents keep silent in the meeting. He never made an attempt to raise some suggestions so management does not have any option to listen to that suggestion.

Question 1:-

HR Management (or) Personnel Management is the field of management which has to do ~~with~~^{with} with planning and controlling various operative functions of procuring, developing, maintaining and utilization of the ~~so~~ workforce in order to ensure that:-

- (a) Objectives of the company are attained
- (b) Objectives of all level of personal are served to the highest degree
- (c) Objectives of the community are met as well.

Corporate managers, irrespective of their professional background, require to know basic HRM ~~manag~~^{manag} principles to make the most efficient use of the human work force under them to help increase efficiency and reduce issues.