

END TERM EXAMINATION

FOURTH SEMESTER [BBA] MAY 2019

Paper Code: BBA-202

Subject: Human Resource Management
(Batch 2017 Onwards)

Time: 3 Hours

Maximum Marks: 75

Note: Attempt any five questions. All questions carry equal marks.

- Q1 What is Human Resource Management (HRM)? Why is it important? Why is it correct to conclude that all managers are involved in the HRM function and implementing HRM activities?
- Q2 Differentiate between traditional and strategic HRM. Small firms, like large enterprises, must engage in developing clearly stated strategic plans. Why?
- Q3 What is job analysis? Describe the necessity for job analysis in organizations. Describe the advantages and disadvantages of using interviews, observations and questionnaires for collecting information for job analysis.
- Q4 What do you mean by selection? Discuss in detail types of interviews as a method of selection. What are some errors that an interviewer may commit?
- Q5 (a) Why is training an important requirement for organizations to undertake? Do you believe that acceptance of training programs would be better in organizations classified as learning organizations?
(b) Identify training needs for a group of new salespeople in a high-end jewellery store.
- Q6 (a) What is performance appraisal? What is its aim(s)?
(b) Suppose you are a supervisor. What errors might you make when preparing the performance appraisal on a clerical employee? How might you avoid those errors?
- Q7 (a) What is management development? Describe any two techniques of management development.
(b) What is succession planning? What happens in its absence?
- Q8 Attempt **any two** of the following:-
(a) Distinguish between forecasting human resource supply and demand.
(b) Describe some employee wellness programs offered by organizations. What features do these programs offer?
(c) What is total compensation? What are its components?
(d) What impact does internal mobility and job changes have on organization's structure and strategy?
