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BACHELOR OF BUSINESS ADMINISTRATION (B.B.A.)

EXAMINATION: DECEMBER - 2024

SEMESTER - II

Sub.: Introduction to HRM (BBA23-211)

Date : 26/12/2024

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. Which of the following is an example of "halo effect" in performance appraisal?
 - a) Giving an employee a high rating because of one exceptional skill, overlooking other areas of weakness
 - b) Rating an employee poorly in all areas because of one specific mistake
 - c) Providing consistent ratings to all employees, regardless of their performance
 - d) Adjusting performance ratings based on employees' length of service
2. Which of the following is an external factor affecting manpower planning?
 - a) Employee turnover rate
 - b) Labor union negotiations
 - c) Employee training programs
 - d) Performance appraisal systems
3. What is the primary focus of demand forecasting in manpower planning?
 - a) Predicting future economic conditions
 - b) Estimating the number and types of employees needed
 - c) Analyzing historical data
 - d) Assessing current job satisfaction levels
4. What does "leniency error" refer to in performance appraisal?
 - a) Evaluating employees too harshly, regardless of their actual performance
 - b) Providing feedback primarily on positive aspects of employees' performance
 - c) Being overly generous in rating employees, inflating their performance scores
 - d) Ignoring performance issues altogether during the appraisal process
5. Which of the following is an example of "personal bias" in performance appraisal?
 - a) Evaluating employees based solely on objective criteria
 - b) Providing feedback focused on specific job-related behaviors and outcomes
 - c) Allowing personal feelings or relationships to influence performance ratings
 - d) Adjusting performance ratings based on employees' length of service

Q. 2. State True / False (05)

1. Performance appraisal is solely about evaluating past performance
 - a) True
 - b) False
2. Manpower planning primarily focuses on hiring new employees and does not involve managing existing staff.
 - a) True
 - b) False
3. The primary purpose of performance appraisal is to identify employees' weaknesses and shortcomings.
 - a) True
 - b) False
4. Manpower planning considers only the current workforce and does not take into account future skills requirements.
 - a) True
 - b) False
5. Performance appraisal should be conducted only once a year to minimize disruption to workflow.
 - a) True
 - b) False

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

1. Internal factors of Human Resource Planning
2. Job Enrichment
3. Expatriate management
4. 360 degree Appraisal
5. Errors in Performance Appraisal

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

1. How can job enrichment strategies be implemented effectively within the workplace?
2. What are the methods used to perform a job analysis effectively?
3. Write in detail the objectives of Performance Appraisal.
4. Draft a sample promotion letter to Dinesh promoted to the position of Senior Sales Manager.

Q. 5. Case study (15)

GlobalTech Solutions, a multinational technology firm based in the United States, is considering expanding its operations into Europe, particularly Germany. To facilitate this expansion and ensure a smooth transition, the company plans to send an expatriate employee to Germany. The company believes that establishing a presence in Germany will open up new opportunities for growth and innovation.

The Characters:

Elena (CEO): Forward-thinking leader with a strategic vision for global expansion.

David (HR Director): Seasoned HR director responsible for talent management and international assignments.

Alex (Expat Candidate): Experienced software engineer selected for the expatriate assignment in Germany.

Elena, the CEO of GlobalTech Solutions, initiates discussions with David, the HR director, regarding the selection and deployment of an expatriate employee to Germany. After careful consideration, they identify Alex, a highly skilled software engineer with experience in international projects, as the ideal candidate for the assignment.

Excited about the opportunity to work in Germany and contribute to the company's expansion efforts, Alex undergoes a series of interviews and assessments to prepare for the assignment. David provides guidance and support throughout the selection process, addressing any concerns or questions Alex may have about living and working abroad. As Alex prepares for his move to Germany, he receives enthusiastic support from his colleagues and managers at GlobalTech Solutions. They express confidence in his ability to represent the company effectively and contribute to the success of the expansion project. But in 2 week Alex returns from Germany stating that he could not cope-up with the language and culture of Germany.

Question

- 1) What was the reason for Alex return?
- 2) How can this issue be resolved?
- 3) Title the case.

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