

TILAK MAHARASHTRA VIDYAPEETH, PUNE
BACHELOR OF BUSINESS ADMINISTRATION (B.B.A.)
EXAMINATION: DECEMBER - 2024
SEMESTER - V

Sub.: Human Resource Management (BBA15-511)

Date : 19/12/2024

Total Marks : 60

Time: 10.00 am 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 the primary function of Human Resource Management (HRM)?
 - a) To manage financial resources
 - b) To manage employee relations and development
 - c) To plan marketing strategies
 - d) To handle company logistics
2. Which of the following is NOT an objective of Human Resource Management?
 - a) Enhancing employee performance
 - b) Ensuring legal compliance in the workplace
 - c) Managing organizational finances
 - d) Facilitating employee training and development
3. Why is Human Resource Management important for organizational success?
 - a) It controls the financial budget of the company
 - b) It ensures the company's products are of high quality
 - c) It manages the recruitment, training, and well-being of employees
 - d) It oversees the company's marketing strategy
4. What role does HRM play in employee motivation?
 - a) It ensures employees follow company policies
 - b) It handles employee pay and promotions only
 - c) It creates a work environment that motivates employees through training and rewards
 - d) It focuses only on employee safety
5. Human Resource Management is considered a bridge between _____ and _____.
 - a) Employees; Management
 - b) Shareholders; Customers
 - c) Marketing; Finance
 - d) Production; Sales

Q. 2. State True / False (05)

1. Human Resource Planning refers to the process of ensuring that an organization has the right number of people with the right skills at the right time.
 - a) True
 - b) False
2. Human Resource Planning is only concerned with the recruitment and selection process.
 - a) True
 - b) False
3. Effective Human Resource Planning helps organizations to anticipate and solve manpower shortages or surpluses.
 - a) True
 - b) False
4. Human Resource Planning is unimportant for small organizations as they do not face workforce planning challenges.
 - a) True
 - b) False
5. One of the main barriers to successful HRP is a lack of accurate data and forecasts.
 - a) True
 - b) False

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

1. Manpower Planning
2. Retention Strategies
3. External Sources for Recruitment
4. Role of advertising in recruitment
5. Importance of Reference check

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

1. What are the key characteristics or nature of Human Resource Management?
2. What are the key responsibilities of HR Manager in an organization?
3. What are the common barriers to effective Human Resource Planning?
4. What are the key advantages of using internal sources for recruitment?

Q. 5. Case Study (15)

In the role of HR Manager, I've encountered a difficult and sensitive situation with one of our top-performing employees, John, who has recently submitted his resignation. This is particularly concerning as this is the third time in a row that John has expressed his unhappiness with management decisions and has been contemplating leaving the company. Despite his strong contributions to the organization, John has been increasingly frustrated by the decisions made at the management level, which he feels undermine his professional growth and the overall direction of the team. His decision to resign this time appears to be final, and it's clear that his dissatisfaction with management is the primary reason for his decision.

John has always been an invaluable asset to the team, consistently exceeding expectations and contributing to critical projects that have driven the company's success. Over the past few months, however, he has voiced his concerns about several key management decisions, including changes in project direction, lack of involvement in strategic planning, and the absence of recognition for his contributions. Despite our efforts to address his concerns in previous instances, the unresolved issues have left him feeling disillusioned and unsupported. This has culminated in his resignation, which, if accepted, would result in a significant loss for the organization, both in terms of his expertise and his impact on team morale.

As the HR Manager, I recognize the gravity of the situation and the need to take immediate action. I decide to meet with John in a private, candid conversation to address his concerns and attempt to retain him. I start by acknowledging the validity of his feelings, expressing my understanding of his frustration, and apologizing for the instances where he felt overlooked or undervalued. I emphasize that his contributions have always been highly appreciated and that the company values his dedication and hard work.

Next, I bring the conversation back to the core issue: management decisions. I assure John that his feedback is taken seriously and that I am committed to working with senior management to address the decisions that have contributed to his dissatisfaction. I propose a structured plan where his concerns will be directly communicated to the leadership team, with actionable steps to improve his involvement in decision-making processes. Additionally, I offer him a more prominent role in future projects, where his

input will be valued more, along with increased recognition for his contributions.

I also suggest a review of his career path within the company, including clearer growth opportunities and performance-based incentives. I ask John to reconsider his resignation, assuring him that the company is dedicated to making the necessary changes to create a more supportive and engaging work environment. By showing my genuine commitment to resolving his concerns and improving his experience at the company, I hope to convince him to stay and continue contributing to the success of the organization.

Questions

1. What are the root causes of John's dissatisfaction with management decisions, and how can they be effectively addressed to prevent future resignations?
 2. How can the HR Manager establish a more proactive approach to understanding and addressing employee concerns before they lead to repeated resignations?
 3. What strategies can be implemented to restore trust and motivation in the employee, ensuring that John feels valued and supported within the company?
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