

TILAK MAHARASHTRA VIDYAPEETH, PUNE
BACHELOR OF BUSINESS ADMINISTRATION (B.B.A.)

EXAMINATION: MAY - 2025

SEMESTER - V

Sub.: Human Resource Management (BBA15-511)

Date : 27/05/2025

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. Which of the following best defines Human Resource Management (HRM)?

a) Managing financial resources of a company	b) Managing human capital to achieve organizational goals
c) Selling and marketing products to customers	d) Supervising machine operations in a factory
2. Which of the following best describes the evolution of HRM?

a) It started as a simple administrative function and evolved into a strategic function	b) HRM has always been a strategic function
c) HRM was first developed in the 21st century	d) HRM has replaced all other managerial functions
3. What is one of the major challenges faced by HRM today?

a) Decreasing competition in the job market	b) Lack of technology in HR practices
c) Managing workforce diversity and inclusion	d) Eliminating HR departments from organizations
4. How does HRM contribute to strategic planning?

a) By ensuring the availability of the right talent for organizational goals	b) By focusing only on employee salaries
c) By limiting employee participation in decision-making	d) By working only on administrative tasks
5. Which of the following is NOT an activity in HRP?

a) Forecasting future workforce requirements	b) Analyzing labor market trends
c) Managing an organization's financial accounts	d) Developing succession plans

Q. 2. State True / False (05)

1. HR managers are only responsible for hiring employees and have no role in employee training and development.

a) True	b) False
---------	----------
2. A job description only includes the salary details and working hours of a job position.

a) True	b) False
---------	----------
3. Job analysis is the process of gathering and analyzing information about job roles, responsibilities, and required skills.

a) True	b) False
---------	----------
4. One of the major challenges of HRM is managing workforce diversity and inclusion.

a) True	b) False
---------	----------
5. Human Resource Management (HRM) is primarily concerned with managing an organization's production resources.

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

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

1. Factors of Human resource planning
2. Job Rotation
3. Induction of employees
4. Performance appraisal
5. Retrenchment

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

1. What is HRM? Discuss the roles and responsibilities of a HR manager.
2. Define recruitment. What are the internal and external sources of recruitment.
3. Give the meaning, nature of employee remuneration. discuss rewards and incentives for employees.
4. Explain the term VRS in detail.

Q. 5. Case Study (15)

In a manufacturing company, Samir, a production supervisor, was recently asked by his manager to handle customer complaints related to product defects. However, Samir refused, stating that his job description does not include customer service responsibilities. He argued that his primary duties involve overseeing the production line, ensuring quality control, and managing his team, not addressing customer issues.

Samir's refusal led to a discussion with Shital, the HR Manager, who now faces a dilemma. On one hand, she understands Samir's concern—job descriptions exist to define roles clearly and prevent employees from being overburdened with unrelated tasks. Assigning Samir customer service duties might not only reduce his efficiency in production supervision but also lower his job satisfaction. On the other hand, Shital recognizes that companies sometimes require flexibility from employees, especially in unforeseen situations. If the company lacks sufficient customer service personnel, asking Samir to step in temporarily could be a reasonable expectation.

Questions

1. Shital now needs to decide on the best course of action. According to you, what is best?
 2. Should Shital support Samir's refusal and advise the management to assign the task to someone within the customer service team?
 3. Should Shital encourage Samir to take on the responsibility while negotiating proper support and possibly additional compensation?
-