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BACHELOR OF BUSINESS ADMINISTRATION (B.B.A.(071)/
B.SC IN BUSINESS ADMINISTRATION (B.SC.BA)(755)
EXAMINATION: DECEMBER - 2025
SEMESTER - II

Sub.: Introduction to HRM (BBA22-214/BBA23-211/BBA24-211/BSBA24-211)

Date : 30/12/2025

Total Marks : 60

Time: 10.00 am To 12.30 pm

- Instructions:** 1) All questions are compulsory.
 2) Figures to the right indicate full marks.

Q. 1. Choose the most appropriate option. (05)

1. HRP stands for

a) Human Resource Planning	b) Human Recruitment Process
c) Human Relation Practice	d) Human Review Plan
2. HRP ensures

a) Overstaffing only	b) Right people at the right job
c) Only cost cutting	d) Only training
3. HRP is important because it

a) Reduces workloads only	b) Focuses only on training
c) Improves recruitment forecasting	d) Eliminates HR work
4. Job analysis is used to

a) Design canteen menu	b) Plan events
c) Allocate seats	d) Gather job-related information
5. Job description includes

a) Job duties and responsibilities	b) Payroll details
c) Cash flow	d) Travel bookings

Q. 2. State True / False (05)

1. Job title represents Office location

a) True	b) False
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2. Job enrichment means Making the job more meaningful

a) True	b) False
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3. International HRM deals with HR practices at School level

a) True	b) False
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4. Performance appraisal means recording attendance only.

a) True	b) False
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5. Expatriates are employees who work in a foreign country.

a) True	b) False
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Q. 3. Write Short notes on (Any Three) (15)

1. Succession planning
2. Key components of a job description
3. Errors in performance appraisal
4. Job enrichment
5. Methods of performance appraisal

Q. 4. Answer in detail (Any Two)

(20)

1. What is Human Resource Planning and why is it needed in organisations?
2. When should organisations update job descriptions and job specifications?
3. When is expatriate staffing considered necessary for an organisation? Explain the process of expatriate management and its key components.
4. Define performance appraisal. Describe the importance of a strong feedback mechanism in appraisal.

Q. 5. Case study

(15)

At Zenith Data Systems, the management began noticing growing inconsistencies between their workforce requirements and the actual staffing levels. The Human Resource Planning (HRP) function had projected the need for 10 new software developers and 2 project managers for the upcoming financial year. However, once major client projects began, it became clear that the estimates were inaccurate.

The HR team had relied on last year's workforce data without conducting proper environmental scanning or forecasting the company's new strategic direction. As a result, while some departments faced a severe shortage of skilled employees, others had excess staff with no clear responsibilities. This mismatch disrupted project timelines, increased overtime costs, and created role ambiguity among employees.

Moreover, succession planning had been overlooked. A senior project manager unexpectedly resigned, leaving a critical leadership gap. Since no internal employee had been trained or prepared to step into the role, the workflow slowed down significantly. Team leaders expressed frustration over the absence of a clear HRP implementation strategy that aligned manpower with the company's long-term goals.

Management raised concerns about the reliability of the HRP process. They questioned why job analysis data had not been updated, why forecasting errors occurred, and why strategic planning had not been coordinated with departmental needs. Despite multiple meetings, HR could not convincingly justify the inaccuracies.

Employees also felt the impact. Some staff were overloaded with multiple responsibilities, while others felt underutilized and insecure about their roles. The overall work environment became tense, communication gaps widened, and productivity declined.

Although management has acknowledged the need to revise their HRP approach, no specific corrective actions have been finalized. Discussions continue, but the problem remains unresolved.

Questions:

1. How accurately was the HRP forecasting conducted and what data sources were used for planning?
 2. What gaps existed between the organization's strategic goals and the HRP implementation process?
 3. Which environmental or internal factors were overlooked during manpower planning and succession planning?
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