

- Instructions: 1) Start each question on a fresh page.  
2) Figures to the right indicate maximum marks.

Q1. Answer the following questions

(4x2 marks)

- i) State what are the activities under Human Resource management?
- ii) Human Resource Management is considered to be a very important aspect of Management. What are the objectives of Human Resource Management?
- iii) What are the internal and external factors affecting Human Resource Management?
- iv) What is the difference between internal recruitment and external recruitment? Give an example of each.

Q2.A) i) Employee training is a program that helps employees learn specific knowledge or skills to improve performance in their current roles. Explain the steps involved in the training process.

(4 marks)

A) ii) BHT Motors is a dealership of Honda cars. They are now planning to start an outlet in Goa and want to hire employees for their outlet. As a student of HRM analyze and justify what methods should they use to estimate manpower.

(4 marks)

Q3.A) i) Fintel Furnishing Pvt. Ltd. Verna Goa conducted a yearly review on 10th April 2023. During this review, it was noticed that 09 employees who joined in the year 2022 have produced fake qualification certificates for the recruiting team. Identify and explain which step of the selection process has gone wrong and what advice you will give to the HR team to avoid such mistakes in the future.

(8 marks)

A) ii) There is an ongoing tussle between management and the workers over extra working hours as employees are unhappy with the management's decision to ask them to work longer without additional compensation. For the smooth functioning of the organization, it is important to have harmony between both parties. As an advisor interpret how serious do you think this situation is? What can it lead to? What can be done in this situation? Present your analysis.

(8 marks)

**Q4. A) i)** Green Acres is a leading group of hotels that has a presence across India. They provide eco-friendly facilities and 100% natural fresh foods. The hotel has the policy to hire 30%-50% of their workforce from the close vicinities and also provide training through their own centers. The Green Acres plans to set up a new resort in Goa. The size of the resort would be similar to all its other resorts in India. What could be the internal and external sources they could use for recruitment? **(8 marks)**

**A) ii)** Your company has welcomed a fresh Human Resources (HR) manager who is eager to introduce changes to the HR department. As an assistant in the HR department, you have been asked to develop a succession plan for the organization. Illustrate the steps you will follow to develop an efficient and effective succession plan? **(8 marks)**

OR

**Q4 A) iii)** Using the concept of job enlargement illustrate how can you enlarge the following jobs

- a) Waiter of a fine dining restaurant in Panjim
- b) Receptionist of a hospital
- c) Petrol Pump attendant
- d) Security of car showroom

**(8 marks)**

**Q4 A) iv)** Which method of training will you use to effectively train the following positions?

- 1. Front office executive of a 5-star chain.
- 2. assembly line worker in a manufacturing company.
- 3. A store manager of a leading retail chain.
- 4. Sales person of a solar panel company

**(8 marks)**

**Q5. Answer ANY FOUR** of the following:

**(4x8 marks each)**

**i)** Kangaroo Industries is a large technology company located in Bangalore. The company is expanding rapidly and needs to hire 100 new software engineers for their upcoming projects. You are the HR of Kangaroo Industries and you have two options:

- a) Hire all 100 software engineers externally.
- b) Promote 50 internal employees to software engineering positions and hire 50 software engineers externally.

Which option would you choose? Support your choice with relevant explanation.

**ii)** The lead chef of Vida restaurant has quit his job, and the restaurant wants to hire a new chef. Prepare a job description for the position of a lead chef for the restaurant.

**iii)** Berger Chemicals has gone through the entire selection process to select 8 candidates. It has taken Berger Chemicals 3 months and Rs 75,000 to select the 8 candidates. What method can be used by the management to evaluate the effectiveness and efficiency of the selection process?

- iv) In most organizations, On-the-job and Off the Job training methods are used in training employees of a company. Highlight the key factors that HR managers should consider when determining the most suitable training approach for different job roles within an organization.
- v) In a recently conducted survey, most employees today want to work from home even at the cost of their privacy. They are ready to give employers access to their personal data including mobile apps, emails, and work products. But it is also seen that working from home has a 15%-20% lower productivity than the usual work from the office. What can the HR of Softech Systems, an IT company do to strike a balance between work from home and work from office?

\*\*\*\*\*