



## BRAINWARE UNIVERSITY

Term End Examination 2024-2025

Programme – MBA-2024

Course Name – Human Resources Management

Course Code - MBA20112

( Semester II )

Library  
Brainware University  
398, Ramkrishnapur Road, Barasat  
Kolkata, West Bengal-700125

Full Marks : 60

Time : 2:30 Hours

[The figure in the margin indicates full marks. Candidates are required to give their answers in their own words as far as practicable.]

### Group-A

(Multiple Choice Type Question)

1 x 15=15

1. Choose the correct alternative from the following :

- (i) Identify the primary purpose of performance appraisal.
  - a) To identify training needs
  - b) To assess job satisfaction
  - c) To evaluate an employee's job performance
  - d) To determine promotions
- (ii) Indicate the main purpose of a 360-degree performance appraisal.
  - a) To assess only the supervisor's feedback
  - b) To gather feedback from all directions: peers, subordinates, and supervisors
  - c) To evaluate employee behavior
  - d) To evaluate employees based only on sales performance
- (iii) Identify the HR Scorecard used for in performance management.
  - a) Evaluating compensation packages
  - b) Measuring the performance of HR processes and initiatives
  - c) Assessing employee behavior
  - d) Determining employee benefits
- (iv) Judge out of the following is an error in performance appraisal.
  - a) Recency effect
  - b) Potential appraisal
  - c) Setting goals
  - d) Corrective feedback
- (v) Write of the following errors in appraisal involves focusing too much on recent performance rather than evaluating the entire review period.
  - a) Halo effect
  - b) Central tendency
  - c) Recency effect
  - d) Leniency bias
- (vi) Record among the following is true about ethics in performance management.

- a) Ethical performance management avoids bias and promotes fairness.      b) Ethics in performance management focuses only on legal requirements.
- c) Ethics is less important than meeting performance goals.      d) Ethics only concerns managers and HR professionals.
- (vii) What does HRIS stand for?
- a) Human Resource Investment System      b) Human Resource Information System
- c) Human Rights and Inclusion System      d) High Recruitment Information System
- (viii) Which of the following is a recruitment method?
- a) Job evaluation      b) Job crafting
- c) Online job portals      d) Compensation planning
- (ix) Which is a quantitative demand forecasting method?
- a) Market Research      b) Trend Projection
- c) Executive Opinion      d) Delphi Technique
- (x) The process of analyzing the difference between workforce supply and demand is known as \_\_\_\_\_.
- a) Job Analysis      b) Gap Analysis
- c) Employee Retention      d) Job Evaluation
- (xi) Analyze a unique characteristics of a learning organization.
- a) The members learn about each other      b) It can help people creating, acquiring and use it for improvement
- c) It focuses on selecting new employees who love learning and are highly skilled      d) Employees are rewarded for submitting creative suggestions and participating in their implementation
- (xii) Analyze the core of all HRD efforts.
- a) Better coordination among employees      b) Internal control of activities
- c) Workplace Learning      d) Employee satisfaction
- (xiii) Select from the following an important reason for organizing a training program.
- a) it contributes to the upgrade knowledge and skill of employees for improved performance      b) it has been highly advertised for better brand management
- c) competitors are using the training to create advantage      d) concern about regulatory pressure to train employees
- (xiv) Select from the following options that is not a part of HRD activities
- a) Training      b) Branding
- c) Coaching      d) Mentoring
- (xv) Select the following steps of recruitment in correct order. I. Searching II. Evaluation and control III. Planning IV. Screening V. Strategy development
- a) III II I V IV      b) III V I IV II
- c) IV V III I II      d) II I IV V III

**Group-B**

(Short Answer Type Questions)

3 x 5=15

2. Describe career development and explain its importance in employee growth. (3)
3. Compare between career planning and career development. (3)
4. Select the key components of a compensation package. (3)
5. Define HRM. (3)
6. Estimate the key objectives of launching a Quality Circle in an organization. (3)

OR

Evaluate the structure of a Quality Circle.

(3)

**Group-C**

(Long Answer Type Questions)

5 x 6=30

7. Discuss the role and structure of the HR department in modern organizations. (5)
8. Explain the concept and importance of organizational development within HRM. (5)
9. Explain the selection process and different interview techniques used in HRM. (5)
10. Explain the importance and challenges of succession planning. (5)
11. Measure the different types of on-the-job and off-the-job training methods and their relevance to career development. (5)
12. Assess the importance of succession planning and its role in building a leadership pipeline. (5)

**OR**

Evaluate the emerging trends in career development and training. How are technological changes affecting training programs? (5)

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