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BRAINWARE UNIVERSITY

Term End Examination 2025-2026

Programme – BBA(HM)-Hons-2024

Course Name – Human Resource Management

Course Code - BHM40204

(Semester IV)

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) Label the function of HRM that involves motivating employees.
 - a) Directing
 - b) Planning
 - c) Controlling
 - d) Budgeting
- (ii) Show which HRM function deals with evaluating employee performance.
 - a) Staffing
 - b) Performance Appraisal
 - c) Recruitment
 - d) Job Design
- (iii) Outline the key objective of HRM in healthcare organizations.
 - a) Ensuring quality patient care
 - b) Reducing costs only
 - c) Eliminating staff training
 - d) Increasing paperwork
- (iv) Contrast demand forecasting with supply forecasting of labour.
 - a) Demand estimates workforce availability, supply estimates workforce need
 - b) Both estimate training requirements
 - c) Demand estimates workforce need, supply estimates workforce availability
 - d) Both estimate wage levels
- (v) Show the connection between job analysis and performance appraisal.
 - a) It provides objective performance standards
 - b) It increases role ambiguity
 - c) It replaces supervision
 - d) It eliminates evaluation
- (vi) Outline the importance of job description in performance management.
 - a) It reduces employee training
 - b) It gives unrelated job duties
 - c) It limits communication
 - d) It provides role clarity and evaluation standards
- (vii) Contrast recruitment and selection. Choose from the following.
 - a) Both focus on rejecting candidates
 - b) Recruitment attracts applicants, selection chooses candidates

- c) Recruitment evaluates skills, selection
advertisises jobs
- d) Both occur after placement
- (viii) Outline the objective of preliminary screening in the selection process.
- a) Appointing candidates
- b) Eliminating clearly unsuitable applicants
- c) Conducting medical checks
- d) Issuing offer letters
- (ix) Relate training needs assessment to performance improvement.
- a) It replaces job analysis
- b) It eliminates job rotation
- c) It increases workplace conflict
- d) It identifies areas requiring skill enhancement
- (x) Choose the most suitable training method for technical skill learning.
- a) Apprenticeship
- b) Role play
- c) Seminar
- d) Counseling
- (xi) Plan a training design step before implementation.
- a) Conduct medical tests
- b) Select content and training methods
- c) Issue appointment letters
- d) Finalize payroll
- (xii) Solve performance gaps using training need assessment.
- a) By ignoring feedback
- b) By removing employees
- c) By reducing workload
- d) By identifying skill deficiencies
- (xiii) Define KRAs in performance management.
- a) Behavioral competencies
- b) Areas where results are expected
- c) Salary indicators
- d) Job descriptions
- (xiv) Name the common appraisal error caused by recent events.
- a) Halo effect
- b) Horn effect
- c) Central tendency
- d) Recency effect
- (xv) Contrast performance management with performance appraisal.
- a) Both are annual activities
- b) Both focus only on rewards
- c) One is continuous and developmental, the other is periodic evaluation
- d) Both are the same

Group-B

(Short Answer Type Questions)

3 x 5=15

2. Label the role of the HR Manager that deals with resolving employee grievances. (3)
3. Outline the role of job specification in the selection process. (3)
4. Outline the role of promotion as an internal recruitment method. (3)
5. Select the most appropriate method for managerial learning. (3)
6. Judge the effectiveness of leadership development programmes. (3)

OR

Assess the value of job instruction training in skill learning. (3)

Group-C

(Long Answer Type Questions)

5 x 6=30

7. Compare structured interview and unstructured interview in terms of accuracy. (5)
8. Analyze the impact of organizational image on attracting applicants. (5)
9. Plan an effective training design process before implementation. (5)
10. What are the major objectives of Human Resource Management and how do they support organizational goals? (5)
11. Contrast demand forecasting and supply forecasting of labour. (5)
12. Justify the importance of performance coaching in employee development. (5)

OR

Assess the contribution of performance management to strategic decision-making.

(5)

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