



# BRAINWARE UNIVERSITY

Term End Examination 2023-2024

Programme – BBA-2022

Course Name – Human Resource Management

Course Code - BBAC402

( 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) State which of the following best describes the primary functions of Human Resource Management (HRM).
- |   |  |
|---|--|
| a) Marketing and advertising strategies | b) Recruiting, hiring, deploying, and managing employees |
| c) Financial management and budgeting   | d) Product development and innovation                    |
- (ii) Recall when the term "human resources" was first widely used to describe the people who work for an organization.
- |          |          |
|----------|----------|
| a) 1800s | b) 1950s |
| c) 1960s | d) 2000s |
- (iii) State what is the purpose of job analysis in Human Resource Management.
- |   |                                 |
|---|---------------------------------|
| a) Conducting interviews                        | b) Selecting candidates         |
| c) Providing a detailed explanation of each job | d) Conducting training programs |
- (iv) Recall what follows recruitment in the HR process.
- |                          |                             |
|--------------------------|-----------------------------|
| a) Job analysis          | b) Training and development |
| c) Compensation planning | d) Selection                |
- (v) Recall what is the purpose of training and development programs.
- |                                   |                                      |
|-----------------------------------|--------------------------------------|
| a) Providing job analysis         | b) Identifying vacant positions      |
| c) Improving employee performance | d) Conducting performance appraisals |
- (vi) What does the term "succession planning" refer to in the context of human resource planning?
- |   |   |
|---|---|
| a) Identifying potential candidates to fill key positions in the future | b) Estimating the number of employees likely to retire in the next year |
| c) Forecasting the demand for labor based on economic indicators        | d) Analyzing the turnover rate within the organization                  |
- (vii) Identify ratio analysis method of demand forecasting.

- a) Analyzing the ratio of labor costs to total revenue  
 b) Comparing the current labor force to projected industry standards  
 c) Estimating future labor requirements based on past relationships between labor and other variables  
 d) Assessing the ratio of employees to job openings
- (viii) Indicate the method of demand forecasting that relies on the judgment and expertise of a group of individuals familiar with the organization's operations.  
 a) Delphi technique  
 b) Ratio analysis  
 c) Trend analysis  
 d) Markov analysis
- (ix) Identify from the following that is NOT a component of manpower inventory.  
 a) Employee demographics  
 b) Job descriptions  
 c) Financial statements  
 d) Performance evaluations
- (x) Identify from the following the frequency of manpower inventory updation.  
 a) Quarterly  
 b) Annually  
 c) Biennially  
 d) As needed
- (xi) Identify from the following an external source of recruitment.  
 a) Employee referrals  
 b) Promotions  
 c) Internal job postings  
 d) Campus recruitment
- (xii) Discover which of the following interviewing methods focuses on obtaining specific examples of past behavior.  
 a) Situational interview  
 b) Behavioral interview  
 c) Structured interview  
 d) Unstructured interview
- (xiii) Show what is the primary purpose of a career development program.  
 a) Reducing employee turnover  
 b) Enhancing employee skills and competencies  
 c) Maximizing profits  
 d) Minimizing labor costs
- (xiv) Select the feedback in career planning which focuses on how well employees fit in future organizational plan.  
 a) reality feedback  
 b) massed feedback  
 c) spaced feedback  
 d) tactile feedback
- (xv) Identify the purpose of recruitment.  
 a) Make sure that there is match between cost and benefit  
 b) Help increase the success rate of the selection process by reducing the number of visibly underqualified or over qualified job applicants  
 c) Help the firm create more culturally diverse work - force  
 d) None of the above

**Group-B**

(Short Answer Type Questions)

3 x 5=15

2. Retell what does "scope and coverage" refer to in HRM. (3)  
 3. State what are the key components of the structure of an HR department. (3)  
 4. Explain the role of HRIS in HR management. (3)  
 5. Explain the purpose of recruitment and selection in an organization. (3)  
 6. Explain the concept of 360-degree appraisal. (3)

**OR**

Discriminate potential appraisal from performance appraisal. (3)

**Group-C**

(Long Answer Type Questions)

5 x 6=30

7. Describe the purpose of performance appraisal (5)
  8. Explain how can organizations ensure a fair appraisal process (5)
  9. Explain the impact of cultural diversity on performance appraisal (5)
  10. Explain the role of emotional intelligence in the performance appraisal process (5)
  11. Explain how can organizations ensure that performance appraisals contribute to a positive organizational culture (5)
  12. Assess the relationship between performance appraisal and employee development (5)
- OR**
- Summarize how can organizations ensure that performance appraisals are conducted consistently (5)

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