



JK LAKSHMIPAT UNIVERSITY, JAIPUR
INSTITUTE OF MANAGEMENT
END TERM EXAMINATION (DECEMBER 2021)
BBA-III Semester

Time: 2 Hour

Marks: 40

Course: Human Resource Management

Course Code: BS1102

Section- A

Select the right option (10 marks)

1. Ravi has been given the charge of assessing his firm's training and development needs. Which activity would not be part of his job?
 - a. Conducting a need analysis
 - b. Doing the workforce analysis
 - c. Setting training program goals
 - d. Choosing to conduct training in house or through outsourcing
2. Match the following general applications of performance assessment with their specific purposes
 - I. Administrative Uses/ Decisions ----- A. Performance Feedback
 - II. Documentation ----- B. Lay - offs
 - III. Organisational Maintenance/ Objectives ---- C. Helping to meet legal requirements
 - IV. Developmental Uses ----- D. Evaluation of HR systems
 - a. I-C, II-D, III-B, IV-A
 - b. I-B, II-C, III-D, IV-A
 - c. I-B, II-C, III-D, IV-D
 - d. I-A, II-B, III-D, IV-C
3. In _____, the interviewer uses pre-set standardized questions which are put to all applicants.
 - a. Unstructured interview
 - b. Structured interview
 - c. Behavioural interview
 - d. Mixed interview
4. SHRM mold the human resource in such a way to attain the
 - a. Profit
 - b. Organizational goal
 - c. Individual goal
 - d. Market Share

5. In which evaluation method evaluator is asked to describe strong and weak aspect of employee behaviour.

- a. Graphic rating scale
- b. Forced choice
- c. Essay method
- d. Management by Objective

6. When a rater compares employee against one another instead of using set standard, which type of error is committed

- a. Projection
- b. Halo
- c. Horns
- d. Contrast

7. Assessing the class presentation on HR practices of various organization list the emerging people issues clearly citing example of companies. (2 marks)

8. How HR practices of Facebook is different from TATA motors. (2 marks)

SECTION-B

Answer any two questions: (15 marks)

1. Explain how the effectiveness of training program can be evaluated? (7.5 marks)
2. Explain 3 methods of performance appraisal? Which method you will be prefer as employee and Why? (7.5 marks)
3. What are principal objectives of wage and salary administration in organization? What factors should be considered while deciding employee compensation? (7.5 marks)

SECTION- C

Read the new article and answer the questions: (15 marks)

Better.com CEO fires 900 employees over Zoom, accuses them of 'stealing'

New-York based mortgage lender Better.com CEO Vishal Garg on Wednesday fired about 9% of his company's workforce on a Zoom call, according to a CNN report. The over 900 employees on the call apparently had no forewarning that they would be terminated just before the holidays.

In the two and half minute call, which was recorded and is now doing the rounds online, Garg said, "I come to you with not great news. The market has changed, as you know, and we have to move with it in order to survive so that hopefully, we can continue to thrive and deliver on our mission. This isn't news that you're going to want to hear. But ultimately it was my decision. And I wanted you to hear from me. It's been a really, really challenging decision to make. This is the second time in my career I'm doing this and I do not want to do this. The last time I did it, I cried. This time, I hope to be stronger. We are laying off about

15% of the company for a number of reasons — the market, efficiency and performances and productivity.”

An employee could be heard crying and saying, “This is not real. Oh my god! I can’t believe this...” in the recording.

In the call, Garg said the company was laying off 15% of its workforce, but the company later clarified the layoffs amount to 9% of its workforce. He told the employees that they could expect an email from HR detailing benefits and severance.

Fortune subsequently reported that Garg had publicly accused the hundreds of affected staffers of “stealing” from their colleagues and customers by being unproductive. The accusations came out in a series of messages Garg posted on anonymous professional network Blind days after the layoff. According to him, the firing decisions had been made by reviewing individual employee productivity data.

(Source: People Matters, 6th December 2021)

Question

4. Identify and explain various challenges which HR in organizations are facing in current times? What could be the possible reasons for it? (5 marks)
5. Do you think decision taken by CEO, Vishal Garg is correct? Explain why or why not? (5 marks)
6. What HR strategies you would suggest to handle the problem reflect in the news? (5 marks)