Register Number:

DATE:

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**ST. JOSEPH’S COLLEGE (AUTONOMOUS), BANGALORE-27**

**BBA/BBASF – II SEMESTER**

**SEMESTER EXAMINATION: APRIL 2022**

**EXAMINATION CONDUCTED IN JULY-AUGUST 2022**

**BA2221/BASF2221 - Human Resource Management**

Time-2 hrs Max Marks-60

**This paper contains \_\_\_\_\_printed pages and four parts**

**Section A**

**I.** Answer ***any five*** of the following (**5x2 = 10 Marks)**

1. Define HRM.
2. What is Job Design?
3. Give the meaning of HRD.
4. Mention any two objectives of Performance Appraisal.
5. Define Compensation.
6. What is Competency Mapping?
7. Mention any two benefits of HRIS.

**Section B**

**II.** Answer ***any three*** of the following (**3x5 = 15 Marks)**

1. Write a short note on Human Resource Planning.
2. Differentiate between Training and Development.
3. Summarise the types of transfer in an Organisation.
4. Explore on the concept of HRBP.

**Section C**

**III.** Answer ***any two*** of the following (**2x10 = 20 Marks)**

1. Mention the role of training and explain any five of Off-the-Job-Training.
2. Explain the Functions of HRM.
3. Elucidate the approaches to Global HRM and give a brief outline on Expatriate.

**Section D**

**III. Answer the following (1x15=15 Marks)**

1. Saksoft is an Information Management and Business Intelligence company. The company manages more than 1000 employees across multiple countries, including India, US, UK, and Singapore. The company had manual, paper-based performance appraisal methods that led to many problems. At Saksoft, the employees and managers were dissatisfied with the time consuming and ineffective performance reviews. Being a rapidly growing organization, Saksoft faced issues with the manual performance appraisal method. When performance of large employee groups needed to be evaluated, this method did not work well. As a result, productivity gaps occurred due to unclear work expectations and irregular feedback provided to employees. In addition, the HR and other stakeholders faced difficulty in managing spreadsheets and numerous emails related to the process. Inconsistent and untimely appraisals became the major problem for the company. On the whole, employees and managers lost interest in the performance appraisal process. On the other hand, the newly hired managers were facing difficulty in evaluating their team members. There was no historical appraisal data. That became another concern. Their performance appraisal method was unorganised and unproductive due to these issues. The company needed a web based, easy to use, customizable performance review software to increase effectiveness of the evaluation process.

**Questions:**

1. Analyse the case and suggest a suitable solution for effective performance appraisal. (7 Marks)
2. Explain the role of Performance appraisal in an organization and mention any five methods of performance appraisal. (8 Marks)