

**ST. JOSEPH’S UNIVERSITY, BENGALURU -27**

**BBA/BBASF – II SEMESTER**

SEMESTER EXAMINATION: APRIL 2023

(Examination conducted in May 2023)

BA2221/BASF2221 Human Resource Management

(For current batch students only)

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. What is HR Outsourcing?
2. Give the meaning of Employee Orientation.
3. Mention the benefits of employee transfer.
4. Cite the meaning of Job Enrichment.
5. What is Servant Leadership?
6. State any two ethical issues in Human resource management

**Section B**

**II.** Answer ***any four*** of the following (**4x5 = 20 Marks)**

1. Elucidate various factors affecting Recruitment.
2. Summarize the types of transfers in an organisation.
3. Give an outline on various employee retention strategies.
4. Explicate importance and benefits of Human Resource Planning.
5. “Training and development bring organic growth to the organization “In what aspects training and development differs

**Section C**

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

1. Mention the objectives of HRM. Illustrate the process of HRM.
2. What is Performance Appraisal? Elaborate any four methods of performance appraisal.
3. *When a corporation expands overseas, the “human resources” role in globalization is significant*. With reference to the statement discuss Expatriate Management and Cross-cultural training

**Section D**

**III. Answer the following (1x10=10 Marks)**

Telus Communication is leading a service company in telecommunication. They have around 800 employees across India. In recent company observed fall in market share and losing their valuable customers. A survey conducted by the company revealed that the customers felt that the Telus’s products are good but services is not up to expectation. Some customers expressed that company’s customer executives are not able to answer their queries and are sometimes discourteous. The matter was escalated to top level. Managing Director of the company instructed HRD manager to look into the matter and resolve it as top priority. This led to re-examination of how the company recruited, trained and managed its employees. To increase customer retention company decided to have training and development program for the employees. Assume you are HR manager responsible for organizational changes and find a solution for the issue.

Questions:

1. Analyse the case and suggest suitable type of training method to Telus Communication. (2 marks)
2. Point out the importance of training and development in the service sector. (3 marks)
3. Explain any 5 different techniques of training. ( 5marks)