

**DEPARTMENT OF MANAGEMENT
SCHOOL OF MANAGEMENT & BUSINESS STUDIES
JAMIA HAMDARD**

Odd Semester Examination (Online) January 2021

Integrated BBA MBA [III] Semester

Subject Name: Human Resource Management

MM: 75

Subject Code: BBA(I)-C-09

Time: 03 Hours

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Note:

- Students have to submit the **Scanned hand written solution** to the Examiner, Assistant Superintendent of Examination and Dean on the email ids as mentioned above.
- Students shall use **ruled white paper & blue ink** to write the solution. Each page must have a **serial number and the signature** of the student.
- An additional ½ an hour will be given to the examinees to scan the answer sheets, convert it into single PDF and upload it on the id's given on the question papers.
- If any two copies are found to be similar then both the copies shall be cancelled. Such students will be considered/ tried for unfair means.
- The attached PDF shall be named as follows –
Roll Number-Full Name-Enrollment Number-Course-Semester-Subject Abbreviation
(Example: 9344003-Rabia Shaheen-2017-334-032-BBA-V-QTM) and students shall also mention the same in subject line of the email & his/her answer copy also.
- Answer All Questions, each carry equal marks.

1. Read the case and answer the following questions carefully:

Fran Jefferson supervised the Training Department of Metro Bank. One of her star employees, Judy Martin, surprised Fran one day with a job-posting application. Judy wanted to transfer to another department where the employees made more money (in higher evaluated jobs) and supposedly did less work. In the ensuing discussion, Fran learned that Judy was very unhappy with the merit increase she had recently received. Judy believed she could earn more money in the open position, which was three grades higher than the position she currently occupied.

Judy now functioned more as an administrative assistant than as the departmental secretary (the position for which she had been hired). Fran knew that the job evaluation system in use was valid and up-to-date, and that grade differences between Judy's job and the open position meant real differences in responsibility, skill, and accountability.

Fran did not want to lose Judy.

- a) What are the reasons given by Judy Martin for wanting to apply for position in another department? (5 Marks)
 - b) How should Frank respond to Judy's request to transfer? (5 Marks)
 - c) How should Frank respond to Judy's salary complaints? (5 Marks)
2. Explain the following:
- a) Define HRM? What are its functions and objectives? (5 Marks)
 - b) Elaborate about the nature of HRM and its relevance in present scenario. (5 Marks)
 - c) Explain the role of HR manager in HRM. (5 Marks)
3. Answer the following:
- a) Describe the various forecasting techniques and how these techniques are being used in human resource planning. (7 Marks)
 - b) Explain the barriers to HRP. Bring out the requisites for effective planning. (8 Marks)
4. Read carefully the following case and answer the following questions:
- a) A year ago, management noticed that Louis was not being effective at his job. When management approached Louis, he indicated that he was having difficulty with his eyesight and this was hindering his ability to do his job. Management met with Louis to determine whether his eyesight was actually causing the problem. They set up guidelines to help Louis handle the workload. Another year passed and the company continued to notice that Louis was still unable to handle the workload. His work performance had become worse. He was forgetting important facts that needed to be documented. He was leaving customers on hold for an extended period of time. He was letting the telephone ring endlessly. He was forgetting when he put someone on hold. His work was piling up. There were times when he would just sit at his desk and "stare into space." Since you have now been asked by management to intervene and work with Louis, how

would you approach Louis concerning his work behavior and what action would you take regarding his lack of improvement. (7 Marks)

- b) Stan was hired to work in a branch office but reported directly to Margaret, who was located at the main office of your bank. Margaret would talk with Stan several times during the week to insure that he was comfortable at this job and that he was doing his job effectively. After six months, a decrease in business required Stan to be relocated to the main office. Stan's duties and responsibilities remained the same. After one week, Margaret noticed that Stan was not performing his job responsibilities to company policy nor was he keeping up with his duties and responsibilities on a daily basis. When approached by Margaret, Stan objected to her concerns. His attitude changed. He would arrive to work moody. He would glare at Margaret, talk to her in a harsh manner, and stomp around the office. One morning when Margaret was talking to Stan about his lack of improvement, he pounded his fist on the desk and with an elevated tone told Margaret that she was talking down to him and he would not stand for it. Margaret has come to you, the HR specialist, for help with this problem. Outline your solution based on the HR policies.

5. Answer the following:

- a. An employee has been sent to you after demanding a raise. The employee has worked for the company for three years and has been performing at an adequate level. The employee's performance evaluations have been consistently average. There has been no attendance or other issue. The employee is quite insistent about the raise and after further discussion you learn that this employee has been comparing pay slabs with another employee. That employee has worked for the company for over five years and has received above average and outstanding performance evaluations.
As an HR manager how will you address the situation? (7 Marks)
- b. Explain meaning of Trade Union. Also explain various problems of Trade unions. (8Marks)