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Shree Damodar College of Commerce & Economics, Margao-Goa

Post-Graduate Department of Commerce (M. Com)

M.Com Part-I., Semester-II, Semester End Examination, May 2023 (Repeat)

COC221: Human Resource Management (OA – 18A)

Duration: 3 Hours**Max Marks: 60****Instructions:**

1. *This paper consists of Nine Questions carrying Equal marks.*
2. *Question No.1 consists of Compulsory Questions of 2 Marks Each.*
3. *Answer any five questions from Question 2,3,4,5,6,7,8 and 9.*
4. *Each question carries 10 marks. Figures to the right indicate marks.*

Q.1 Answer the following**(5X2=10)**

- a) HRM issues related to BPO and KPO
- b) Components of job analysis
- c) Explain 'Work Life Balance' as an important component of HRM
- d) Job enrichment vs. job enlargement
- e) Need for Potential Appraisals

Q.2 'The study of environment enables HR experts to become proactive in their approach to personnel aspects.' With reference to this statement outline the impact of political-legal, economic, cultural, and technological factors on HR functions. **(10)**

Q.3 As a result of globalization and liberalization, HRM has acquired a strategic importance in organizations. With respect to this statement identify and discuss the major forces influencing HRM in future. In your answer, address how these challenges are likely to affect the practices of HRM. **(10)**

Q.4 Job design affects employee productivity, motivation and satisfaction. The design of jobs has a critical impact on organizations and employee objectives. Explain the concept of job design and describe the factors affecting job design. **(10)**

Q.5.A. Why should HR planning be integrated with the overall organizational strategic planning process? How can this integration be achieved? **(5)**

B. Explain how organizations can develop accurate HR plans when there are so many rapidly changing environmental factors over which managers have little or no control? (5)

Q.6 FastPay is an Indian mobile wallet company which now wishes to recruit new employees so that it can expand its activities to international markets. They are planning to attract new talent and build employer brand so that they can attract new talent from all over the world. They are looking for professionals who are qualified, ready to work and eager to bring in new innovative products.

Questions:

A. Suggest ways to recruiting candidates in FastPay. (5)

B. What are the challenges that FastPay may face while recruiting new entrants? (5)

Q.7 Assume that you are the senior HR manager of a logistics company. You need to hire a marketing manager for the company. Design a suitable selection process for the purpose. (10)

Q.8 Suppose you are asked to design a training programme for newly hired first-line sales managers recruited recently for the floor level operations of the company; results from the needs assessment indicate that they will need training on company policies and procedures, handling customer complaints and motivating sales personnel. Which training methods would you choose and why? (10)

Q.9 An organization's goals can be achieved only when people put in their best efforts. Employee assessment is one of the fundamental jobs of HRM, but not an easy one though. With reference to this statement, discuss the concept of performance appraisal and explain the various methods of performance appraisal. (10)

*****Best Wishes*****