

JAYPEE UNIVERSITY OF INFORMATION TECHNOLOGY, WAKNAGHAT  
TEST -I EXAMINATION- 2025

BBA-IV Semester

COURSE CODE (CREDITS):24BBIHS412 (4)

MAX. MARKS: 15

COURSE NAME: Human Resource Management

COURSE INSTRUCTORS: TNS

MAX. TIME: 1 Hour

*Note: (a) All questions are compulsory.*

Q. No	Question	CO	Marks
Q1	“The objective of HR management in an organization is to attain maximum individual development, desirable working relationship between employers and employees and effective including of human resources as contrasted with physical resources “Elucidate.	CO1	2
Q2	<p>Mr. Raman has been working as an Agricultural Officer in Syndicate Bank since 1975. He has one son (10 years old) and a daughter (9 years old). He has worked in various rural branches in Andhra Pradesh, Karnataka and Orissa. Mr. Raman and his wife belong to Combatore city of Tamil Nadu. He is a graduate in Agricultural Science. Mr. Raman is one of the most sincere and committed officers of the bank. He leaves his house at 8 a.m. almost every day (including Sundays), visits the farmers, their fields, suggests them on various issues, and attends the bank to work between 12 noon and 8 p.m. with one hour lunch-break. He helps the branch manager in finalizing the daily accounts, in completing the work left incomplete by other staff. He returns home only after 8 p.m. As such, he generally does not attend to most of the domestic work. His wife manages all domestic chores and also the schooling of their children. She could not admit her son in a residential English Medium High School in Chennai. She asked her husband to try for his admission but in vain. Immediate. she wrote to the Branch Manager, Regional Manager and Personnel Manager in the regional and head offices, requesting them to help her in getting admission for her son in any English Medium High School preferably in Chennai/Coimbatore giving the facts that her husband serves the bank right from 8 a.m. to 8. p.m. and he could not find time to successfully try for his son's admission. The Regional Manager, Personnel Manager and the Branch Manager enquired into the case and found that the information furnished by Mrs. Raman was correct. The bank's policy at present is to redress the grievances of the employees and to deal with only those grievances relating to the terms and conditions of employment and work. Immediately, the regional manager sought the advice of the personnel manager at the head office. <b>Answer the following Questions</b></p> <ol style="list-style-type: none"> <li>1. Being the HR manager what would you suggest the branch manager in solving the problem?</li> <li>2. Does the issue raised by Mrs. Raman come under the preview of HR Management?</li> <li>3. If you were the regional manager, how would you redress this grievance?</li> <li>4. Do you suggest a change in the present personnel policy? If so, mention the policy.</li> </ol>	CO1	8
Q3	Explain the utility of Job design and job specification in selection process.	CO2	2
Q4	“A positive corporate image is crucial for attracting and retaining top talent. Organizations with a strong reputation for being a great place to work will have an advantage in the competitive recruiting landscape”. Elucidate with the help of an example.	CO2	3