

ST. JOSEPH'S COLLEGE (AUTONOMOUS) BENGALURU-27
MID SEMESTER EXAMINATION- AUGUST 2019
B.COM / BPS I SEMESTER
BC 1218 / BPS1218: HUMAN RESOURCE MANAGEMENT

TIME: 1 Hour

MAX. MARKS: 30

SECTION A

Answer any FIVE of the following questions. Each question carries two marks. (5x2=10)

- 1) Give the meaning of HRM.
- 2) Write two importance of HRM.
- 3) Define Human Resource Planning.
- 4) What is Body Shopping?
- 5) What is Head Hunting?
- 6) Mention two problems involved in placement.
- 7) What do you mean by societal objective of HRM?

SECTION B

Answer any TWO of the following questions. Each question carries five marks. (2x5=10)

- 8) Briefly explain the role of an HR manager.
- 9) Briefly explain the internal methods of recruitment.
- 10) Write about the steps involved in selection process.

SECTION C

Answer the following compulsory question. The question carries ten marks. (1x10=10)

11) Sandy Jones supervise a clerical and secretarial pool of eight employees at the American Standard Insurance Company. Her group is responsible for typing and filing the insurance claims and registrations for Standard's customers in the Southern region. It is high-volume work that, although requiring speed and accuracy, is often tedious.

Sandy is proud of her unit because they get the work done well. Generally, Sandy enjoys her job and likes the people she works with. Most of her subordinates are young women who recently graduated from high school, some from the same school. By and large, this is their first and regular job.

Sandy has one headache, though, and that headache is Katherine Bruskowicz. Katherine is a very good worker, perhaps quicker and more accurate than anyone else in the unit. She learned the job very quickly and now finishes her work before the others. Katherine is a best performer. The only problem with Katherine, as Sandy told a friend at lunch one day, is that "she's just a pain in the ass".

"For example," Sandy said, "Katherine talks all the time. Now I know the work can be tedious, and I let the girls talk as long as they get their work done. But they get really loud at times, especially when I'm gone out. I know, I've got complaints from others." Sandy is worried that Katherine's talkativeness may become an annoyance and disturbance to the other employees.

Even more disturbing than the volume of her talk is its content. Katherine seems to delight in verbally harassing and intimidating the other employees in the unit. She brags about all the boyfriends she has. She'll often mock how other employees dress or talk, and will argue with them about doing certain tasks. She even picks on Sharon regularly, teasing her about her weight and lack of boyfriends.