

THIRD SEMESTER UG DEGREE EXAMINATION, NOVEMBER 2025

(FYUGP)

CC24UBBA3CJ203 - HUMAN RESOURCE MANAGEMENT

(B.B.A. - Major Course)

(2024 Admission - Regular)

Time: 2.0 Hours

Maximum: 70 Marks

Credit: 4

Part A (Short answer questions)Answer ***all*** questions. Each question carries 3 marks.

1. Differentiate between internal and external forces with one example of each. [Level:2] [CO1]
2. Illustrate with an example how decision-making skills support HR professionals in policy implementation. [Level:2] [CO1]
3. Explain the difference between orientation and onboarding? [Level:2] [CO2]
4. Describe the main steps involved in career development. [Level:2] [CO3]
5. Describe the typical participants of an Executive Development Programme (EDP). [Level:2] [CO3]
6. Explain how does a transfer differ from promotion or demotion? [Level:2] [CO4]
7. Explain the objectives of performance appraisal. [Level:2] [CO4]
8. Can you clarify what you mean by “employee engagement”? [Level:2] [CO4]
9. In what ways can HR ethically manage employee privacy and confidentiality when handling sensitive information or workplace monitoring? [Level:3] [CO4]
10. Express your views on the role of diversity in shaping modern organisational culture. [Level:3] [CO4]

(Ceiling: 24 Marks)**Part B (Paragraph questions/Problem)**Answer ***all*** questions. Each question carries 6 marks.

11. Explain the importance of having well-defined personnel policies in an organization. [Level:2] [CO1]
How do they contribute to effective human resource management?
12. Explain in detail the key components of the Harvard HR Model and its significance in managing human resources. [Level:2] [CO1]

13. A company is growing quickly and wants to bring in fresh ideas. Why should it focus more on external recruitment? Explain with two methods. [Level:3] [CO2]

14. A candidate has excellent qualifications but poor communication skills. How would you assess whether to hire them? Describe your approach. [Level:3] [CO2]

15. You are asked to plan an Executive Development Programme (EDP) for newly promoted team leaders. What training methods will you use and why? [Level:3] [CO3]

16. If a company wants to improve customer service, what kind of training program could they provide to their staff? Explain briefly. [Level:3] [CO3]

17. A company wants to improve employee motivation. How can it use compensation management to achieve this? Explain with examples. [Level:3] [CO4]

18. A company wants to design a compensation package for new employees. How can it use supplementary compensation to attract talent? Explain with examples. [Level:3] [CO4]

(Ceiling: 36 Marks)

Part C (Essay questions)

Answer any **one** question. The question carries 10 marks.

19. Explain the strategic role of Human Resource Management in achieving long-term organizational goals. [Level:2] [CO1]

20. Explain the concept of Human Resource Planning, its objectives and describe its main features and why it is important for an organization. [Level:2] [CO2]

(1 × 10 = 10 Marks)
