| Name:
Enrolment No:	UPES UNIVERSITY OF TOMORROW

UPES
End Semester Examination, May 2025

Course: Human Resource Management   Semester: 2nd
Program: BBA Core & BCOM (H)   Time : 03 hrs.
Course Code: HRES 1005_3   Max. Marks: 100

Instructions:

SECTION A
10Q x 2M = 20Marks

S. No.	Select Right Choice	Marks	CO
A1	Which HR metric is used to measure the rate at which employees leave an organization? - A) Absenteeism rate - B) Turnover rate - C) Employee engagement score - D) Training effectiveness	2	CO1
A2	. Which metric is used to assess the productivity of employees? - A) Employee satisfaction score - B) Revenue per employee - C) Training hours per employee - D) Absenteeism rate	2	CO1
A3	The combination of peer, superior, subordinate and self-review appraisal is known as a. 360° appraisal b. Human resource accounting system c. All round review d. Feed forward	2	CO1
A4	What is the disadvantage of forced ranking method? a) Difficult for large workforce b) Foster unhealthy competition among employees c) Presence of subjectivity d) All the above.	2	CO1
A5	Which of the following correctly defines "incentive"? A. A mandatory policy set by the organization to control employee behavior B. A punishment given to employees for failing to meet performance standards C. Extra monetary /non-monetary payment for high performance D. A job title given to employees with exceptional leadership skills	2	CO1

A6	Job Evaluation is the process of finding relative monetary value of a job by analyzing the work content and by comparing the given job with the other jobs in the organization (True/False)	2	**CO1**
A7	1. Replacement charts and staffing tables are amongst tools that are used in HRP. (True/ False)	2	**CO1**
A8	1. HRP only facilitates to the large organisations that have huge Workforce. (True/False).	2	**CO1**
A9	1. In the context of Digital HRM systems, which of the following does not align with its core technological advantages in organizational development? A. Implementation of AI-driven recruitment and onboarding processes B. Facilitation of structured screening and virtual interview modules C. Reliance on manual data entry and paper-based payroll systems D. Integration of adaptive learning platforms for workforce upskilling	2	**CO1**
A10	1. What is one of the main reasons employees may resist the implementation of Digital HRM systems? A. Fear of technology and inadequate digital skills B. Limited access to social media at the workplace C. Lack of interest in company goals and objectives D. Preference for increased workload and longer hours	2	**CO1**

SECTION B
4Q x 5M= 20 Marks

B1	List and briefly describe five key functions of HRM.	5	**CO2**
B2	Human Resource Planning is considered as one of the crucial aspects in any organisation' referring to that briefly explain the process of HRP in the successful functioning of any business entity.	5	**CO2**
B3	Please mention 5 performance appraisal errors.	5	**CO2**
B4	Differentiate between incentives and benefits. Give 3 examples of financial and non-financial incentives separately.	5	**CO2**

SECTION-C
3Q x 10M=30 Marks (attempt any 3 questions)

C1	Alliance Pvt. Ltd. an MNC firm currently functioning in the core area of Sales and Marketing has recently undergone into a situation where the senior Marketing Manager of the company resigned at a short notice. Pankaj, the Marketing Manager has been appointed as acting Sr. Marketing Manager. He lacks leadership and mentoring skills. The HR manager, Shankar is quite concerned as Pankaj is not able to perform as per expectations. Based on above situation explain the role of HRP in strategic business planning to avoid above challenge.	10	CO3
C2	Symphony Infotech is 5-year-old company dealing with Information Technology services for small and medium scale organisations in India. Now they are planning for moving into offshore business and dealing with foreign clients. In this condition what kind of training and development program would be appropriate for the existing and new employees?	10	CO3
C3	Explain the evolution of the Industrial Revolutions from 1.0 to 4.0 and analyse how these transformations have shaped the shift towards Digital HR practices.	10	CO3

SECTION-D
2Q x 15M= 30 Marks

	Nova Tech, a fast-growing fintech company, decided to digitize its HR processes by implementing an AI-based recruitment system. The new system promised faster screening, better candidate matching, and reduced bias. After initial success, cutting hiring time by 40% and improving new hire quality—concerns began surfacing. One candidate filed a complaint, claiming the system rejected her unfairly due to her regional accent and non-traditional academic background. An internal audit revealed that the AI algorithm had been trained on historical hiring data that unintentionally favored certain profiles. HR Manager Priya now faces a dilemma. Disabling the AI tool would slow recruitment during a crucial growth phase; while continuing its use without re-training the algorithm could expose the company to ethical and legal scrutiny. Meanwhile, HR staff remained divided—some trusted the tech, while others questioned the over-reliance on data-driven hiring. Priya must decide how to uphold fairness and transparency while preserving the efficiency gains of digital HR. Questions: 1. What ethical dilemma is Priya facing in this case, and what should be her priority as an HR leader? 2. Suggest two ways Nova Tech can ensure fairness and inclusivity while continuing to use AI in recruitment.	15 15	CO3