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ISLAMIC UNIVERSITY OF TECHNOLOGY (IUT)  
ORGANISATION OF ISLAMIC COOPERATION (OIC)

DEPARTMENT OF BUSINESS AND TECHNOLOGY MANAGEMENT

Mid-Semester Examination	Winter Semester, A. Y. 2022-2023
Course No. : BTM 4303	Time : 1.5 hours
Course Title : Human Resources Management	Full Marks : 75

Answer **all 3 (three)** questions. All questions carry equal marks. Marks of each question and the corresponding CO and PO are written in the right margin with brackets.

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|-------|--|----|----------------|
| 1. a) | How human resource management and employees can be core competencies for organizations? Briefly Explain.   | 06 | (CO1)<br>(PO1) |
| b)    | Evidence shows that HR departments have grown, with more money being dedicated to corporate HR efforts. However, changing work environments are challenging HR professionals to do more, even though their numbers and support have steadily risen. People employed in HR have much more responsibility in today's workplace, something that likely won't change as expectations have increased. This is the case at the Atlanta-based fast-food firm Popeyes Louisiana Kitchen. While the organization's HR group grew from seven to 10 individuals over several years, the work also increased, according to Lynne Zappone, the company's Chief Talent Officer. The group manages as many as three times the number of issues it did in the past. Some of these include creating leadership development opportunities, enhancing customer service, and building food outlets. Popeyes focuses on servant leadership, which requires leaders to believe that the needs of the company and employees outweigh their own concerns. Further, Zappone and her colleagues evaluate how HR can address issues through a strategic lens. All of these responsibilities take time and energy. Zappone also claims that many HR functions are being altered as the workplace changes. Besides being more focused on strategy, HR staff at Popeyes work on Cross functional project teams, and the HR function is structured so that each business area has a dedicated HR professional who operates as an advisor on various personnel issues. This enables staff to be more strategic because they work directly with the business units. Zappone also looks to redesign how different HR activities are performed so that more might be done with fewer people. Despite the growing need for HR personnel, the ability to manage the increasing number of HR responsibilities with current staff is a challenge. Expectations are higher, regardless of how many HR professionals are present. <b>Consider the following questions:</b><br>i. Given the issues at Popeyes; how would you redesign an HR department in any organization to better tackle a company's needs?<br>ii. What needs do you think deserve the most attention given the current trends in HR? | 14 | (CO2)<br>(PO2) |
| c)    | Define due diligence. At what stage due diligence is important for making final decision?  | 05 | (CO1)<br>(PO1) |

2. a) What does "equal employment opportunity" (EEO) mean? In the context of Bangladesh, what are the issues related to EEO? How can we solve these issues? Briefly Discuss with appropriate examples. 15 (CO2) (PO2)
- b) "Gender imbalance is a rising problem in developed countries, or top-level jobs in Bangladesh." Do you think it would create work-family conflict? If so, how? What are your recommendations to address this issue? 10 (CO2) (PO2)
3. a) For many individuals, the nature of work and jobs is changing. Describe these changes with probable reasons. How they are affecting both human resource management and individuals? 08 (CO1) (PO1)
- b) Organizations are interested in employing diverse individuals who bring with them a host of positive and varied skills. Besides more obvious physical characteristics such as age, ethnicity, and gender, underlying traits such as personality represent some new and emerging characteristics that can benefit companies. In particular, hiring introverted individuals can help firms operate in a more productive manner, despite some of the challenges that are commonly associated with this trait. Introverts tend to prefer more solitary activities than do extroverts, and they often gain energy by performing work alone. They also value quiet time in the workplace that allows them to reflect and be creative. Alternatively, extroverts like to be more active in stimulating work environments that are characterized by much social interaction. A common misconception is that these characteristics set up extroverts to be creative leaders and introverts to be reserved followers, but this notion is far from the truth. Research shows that introverts are better suited to handle various managerial situations compared to extroverts. For instance, introverts tend to be skillful at communicating with colleagues, and they often possess adept decision-making skills. It is also common for them to be creative in the workplace. Many of these skills are seen in leaders such as Larry Page and Warren Buffet, both of whom are introverts. Introverts do face some workplace challenges, though. They may be less likely to make quick decisions and connect well with others, which can hurt group synergy. However, organizations can take several steps to capitalize on the positive skills that introverts bring to the table: • Be sure to provide introverts some time for quiet reflection. • Reward introverts in ways that match their preferences for solitude. • Specify areas of the worksite where introverts can go to be alone. • Give introverts time to develop ideas before they are shared in meetings and other gatherings. Human resource professionals need to understand how to manage introverts so that their skills are put to good use. **If you were given the responsibility of doing this:**
- i. How would you encourage introverts to make positive contributions to the workplace? What could be done to augment their skills?
- ii. How could you prepare extroverts to work more effectively with introverts?
- c) Discuss how flexible work arrangements are linked to work-life balancing efforts. 05 (CO1) (PO1)