

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

DEPARTMENT OF BUSINESS AND TECHNOLOGY MANAGEMENT

Semester Final Examination

Winter Semester, A. Y. 2022-2023

Course No. : BTM 4303

Time : 3 hours

Course Title : **Human Resources Management**

Full Marks : 150

Answer **all 6 (six)** questions. All questions carry equal marks. Marks of each question and the corresponding CO and PO are written in the right margin with brackets.

1. a) Explain how technology and social networking affect recruiting processes for employers and candidates. **5** (CO1) (PO1)
- b) A growing issue in today's workplace is the appearance of helicopter parents. Helicopter parents are overinvolved, overcontrolling mothers and fathers who don't let their children live independently. They tend to navigate their children's lives and participate in everything from choosing college courses to joining their sons and daughters at job interviews. Text messaging and other mobile technologies foster a world where parents and their adult children can stay in constant contact, sharing all the ups and downs of daily life. Adult children may appreciate the support and cheerleading offered by mom or dad, especially when the day hasn't gone well. Likewise, parents can continuously guide their children and assist them as they make decisions about many aspects of life. Some organizations welcome the involvement of parents and actively encourage their participation in job search and employment decisions. Northwest Mutual embraces parents and invites them to be part of the interviewing process. Managers send notes home to mom when an employee hits or exceeds sales targets. Other organizations frown upon parents' involvement in the workplace and have withdrawn job offers when parents call to negotiate starting pay or other terms of employment for their children. **20** (CO2) (PO2)
- Questions:**
- i. How might an organization establish boundaries for parental involvement in their children's work life that is respectful of all parties involved? How would an HR department be involved in this process?
- ii. How might hosting a Take Your Parents to Work Day benefit the organization's talent management program?
2. a) Describe strategic recruiting decisions regarding employment branding, outsourcing, and other related issues. **9** (CO1) (PO1)
- b) Explain two important qualities of selection predictors—reliability and validity. **7** (CO1) (PO1)
- c) Identify three types of selection tests and legal concerns about their uses. **9** (CO1) (PO1)
3. a) How human resource management and employees can be core competencies for organizations? Briefly explain. **8** (CO1) (PO1)
- b) Define due diligence. At what stage due diligence is important for making the final decision? **7** (CO1) (PO1)

- c) "Gender imbalance especially during getting the job 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** (CO3) (PO2)
4. a) Emotional intelligence reflects the soft skills that are critical for establishing good working relationships within the work unit and organization. Why emotional intelligence is considered a crucial factor for surviving in the competitive corporate world? Discuss dimensions of emotional intelligence with appropriate examples. **15** (CO1) (PO1)
- b) How would you gather information about the job context and environment? Explain what sources you would use and why. **10** (CO1) (PO1)
5. a) Explain the major categories of training and describe instructional systems design. **8** (CO1) (PO1)
- b) Identify three types of analyses used to determine training needs. **7** (CO1) (PO1)
- c) "E-learning does not work well as the sole method of training, according to employers. One solution is blended learning, which is a learning approach that combines short, fast-paced, interactive computer-based lessons and teleconferencing with traditional classroom instruction and simulation."-Do you agree? Discuss. **10** (CO2) (PO2)
6. a) The new chief HR officer at Hilton Worldwide found he had to create a performance management system from scratch when he arrived. Performance appraisals varied greatly, if they existed at all. In many companies (including Hilton), these processes are needlessly complex, are not connected to business goals, and are hated by managers and employees alike. The fundamentals of performance management should be simple, reflected Matt Schuyler, the new CHRO at Hilton. Employees agree to goals at the start of the year, supervisors assess their progress at the end of the cycle, a good conversation takes place on how the employee is doing, and rewards are based on whether the goals were met. Fixing the overly complex process involves going back to the basics. At Hilton, managers and employees now set objectives at the beginning of the year and check mid-way to see how things are going. The system documents individual accomplishments so that there are no surprises during the evaluation. The "mid-year check-in" is designed to encourage continuous feedback during the rating period. The idea of keeping things simple, focusing on the conversation, and emphasizing two-way communication has been positive; in an employee survey, satisfaction with the process increased by 37%. "The goal of performance management is to give you feedback so you can get better, not to damage you or make you feel bad," says Schuyler.¹⁸ The use of goal setting and feedback has been beneficial at Hilton Worldwide. **18** (CO3) (PO3)
- Answer the following questions about performance appraisals:**
- i. How would you evaluate Hilton's use of mid-year assessments of goal accomplishments? Do you think it should be done more frequently or less frequently?
- ii. How could an HR department help coordinate periodic goal-setting and assessments of employee job performance?
- b) Explain the differences between administrative and developmental uses of performance appraisal. **7** (CO1) (PO1)